

NEW APPLICATION



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BEFORE THE ARIZONA CORPORATION COMMISSION

JIM IRVIN

CHAIRMAN

TONY WEST

COMMISSIONER

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COMMISSIONER

Arizona Corporation Commission

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IN THE MATTER OF U S WEST)

COMMUNICATIONS, INC'S)

STATEMENT OF GENERALLY)

AVAILABLE TERMS AND)

CONDITIONS)

DOCKET NO. T-01051B-99-0068

U S WEST COMMUNICATIONS, INC.

FILING OF ITS STATEMENT OF

GENERALLY AVAILABLE TERMS

AND CONDITIONS

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ARIZONA CORPORATION COMMISSION
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U S WEST Communications, Inc. ("U S WEST") hereby submits to the Arizona Corporation Commission (the "Commission") the attached Exhibit A as its Statement of Generally Available Terms and Conditions ("SGAT" or "Statement"), dated February 5, 1999.

Pursuant to Section 252(f) of the Telecommunications Act of 1996 (the "Act"), U S WEST makes the Statement available for purposes of fulfilling its obligations under Sections 251, 252, and 271 of the Act and the rules and regulations promulgated thereunder.

The Statement sets forth the terms, conditions and pricing under which U S WEST will offer and provide to any requesting Competitive Local Exchange Carrier ("CLEC") network interconnection, access to unbundled network elements, ancillary services, and telecommunications services available for resale within the U S WEST service area within each LATA within the state of Arizona.

The Statement will not affect any current Commission-approved interconnection agreements in Arizona, nor will it affect U S WEST's obligation or willingness to negotiate agreements with CLECs under Section 252 of the Act. The Statement provides CLECs an alternative to negotiating an individual interconnection agreement with U S WEST or adopting

1 an existing approved interconnection agreement between U S WEST and another CLEC
2 pursuant to Section 252(i) of the Act.

3 Section 252(f) of the Act sets forth the Schedule for Review of the Statement. Pursuant
4 to that Schedule for Review, U S WEST requests that the Commission approve the Statement
5 within 60 days. If the Commission does not act upon this filing within the 60 day period, the
6 SGAT becomes effective by operation of law.

7 DATED the 5th day of February, 1999.
8

9 Respectfully submitted,

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1 **ORIGINAL and 10 copies of the foregoing hand-**
2 **delivered for filing this 5th day of February, 1999, to:**

3
4 Docket Control

5 ARIZONA CORPORATION COMMISSION

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8
9 **COPY of the foregoing hand-delivered this 5th day of**
10 **February, 1999 to:**

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**STATEMENT OF GENERALLY AVAILABLE
TERMS AND CONDITIONS FOR INTERCONNECTION,
UNBUNDLED NETWORK ELEMENTS, ANCILLARY SERVICES,
AND RESALE OF TELECOMMUNICATION SERVICES
PROVIDED BY
U S WEST COMMUNICATIONS, INC.
IN THE STATE OF ARIZONA**

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Section 1.0 - GENERAL TERMS

1.1 This Statement of Generally Available Terms and Conditions ("SGAT" or "Statement") for Interconnection, unbundled network elements, Ancillary Services, and Resale of Telecommunications Services is filed by U S WEST Communications, Inc. ("U S WEST"), a Colorado Corporation with offices at 1801 California Street, Denver, Colorado 80202, pursuant to Section 252(f) of the Telecommunications Act of 1996, for purposes of fulfilling U S WEST's obligations under Sections 251, 252, and 271 of the Act and the rules and regulations promulgated thereunder.

1.2 This Statement sets forth the terms, conditions and pricing under which U S WEST will offer and provide to any requesting Competitive Local Exchange Carrier ("CLEC") network Interconnection, access to unbundled network elements, Ancillary services, and Telecommunications Services available for resale within the U S WEST service area within each LATA within the State of Arizona. This Statement is available for the term set forth herein. Individual CLECs may adopt this Statement, in lieu of entering into an individual interconnection agreement, by signing the Signature Page in Section 22 of this SGAT and by delivering a signed copy of this SGAT to U S WEST, pursuant to the notification provision of this SGAT contained in Section 5.21.

1.3 This Statement, once it is approved or permitted to go into effect by the Commission, offers CLECs an alternative to negotiating an individual interconnection agreement with U S WEST or adopting an existing approved interconnection agreement between U S WEST and another CLEC pursuant to Section 252(i) of the Act. In this respect, neither the submission nor approval of this Statement nor any provision herein shall affect U S WEST's willingness to negotiate an individual agreement with any requesting carrier pursuant to Section 252 of the Telecommunications Act of 1996.

1.4 U S WEST may modify this Statement prior to the date it is approved or permitted to go into effect. If U S WEST files a modification, the section modified shall be considered withdrawn, and the section as modified will be approved or permitted to go into effect pursuant to the Schedule for Review set forth in 252(f) of the Act. For the purposes of the Schedule for Review set forth in section 252(f) of the Act, the sixty-day timeframe for this Statement to take effect shall commence from the filing of this Statement and shall not be affected by the filing of any modification.

1.5 Following the date this Statement is approved or allowed to take effect, U S WEST may file amendments to this Statement, which shall be approved or permitted to take effect pursuant to the Schedule for Review set forth in Section 252(f) of the Act. At the time any amendment is filed, the section amended shall be considered withdrawn, and no CLEC may adopt the section amended following the filing of any amendment, even if such amendment has not yet been approved or allowed to take effect.

Section 2.0 - INTERPRETATION AND CONSTRUCTION

2.1 This Statement of Generally Available Terms and Conditions includes this Statement and all Exhibits appended hereto, each of which is hereby incorporated by reference in this Statement and made a part hereof. All references to Sections and Exhibits shall be deemed to be references to Sections of, and Exhibits to, this Statement unless the context shall otherwise require. The headings used in this Statement are inserted for convenience of reference only and are not intended to be a part of or to affect the meaning of this Statement. Unless the context shall otherwise require, any reference to any agreement, other instrument (including U S WEST or other third party offerings, guides or practices), statute, regulation, rule or tariff is to such agreement, instrument, statute, regulation, rule or tariff as amended and supplemented from time to time (and, in the case of a statute, regulation, rule or tariff, to any successor provision).

2.2 The provisions in this SGAT are based, in large part, on the existing state of the law, rules, regulations and interpretations thereof, as of the date hereof (the "Existing Rules"). Among the Existing Rules are the results of arbitrated decisions by the Commission which are currently being challenged by U S WEST. Among the Existing Rules are certain FCC rules and orders that are the subject of, or affected by, the opinion issued by the Supreme Court of the United States in *AT&T Corp., et al. v. Iowa Utilities Board, et al.* on January 25, 1999. That opinion is not yet of legally-binding effect, and many of the Existing Rules, including rules concerning which Network Elements are subject to unbundling requirements, may be changed or modified during legal proceedings that follow the Supreme Court opinion. Among the Existing Rules are the FCC's orders regarding BOCs' applications under Section 271 of the Act. U S WEST is basing the offerings in this SGAT on the Existing Rules, including the FCC's orders on BOC 271 applications. Nothing in this SGAT shall be deemed an admission by U S WEST concerning the interpretation or effect of the Existing Rules or an admission by U S WEST that the Existing Rules should not be vacated, dismissed, stayed or modified. Nothing in this SGAT shall preclude or estop U S WEST from taking any position in any forum concerning the proper interpretation or effect of the Existing Rules or concerning whether the Existing Rules should be changed, dismissed, stayed or modified. To the extent that the Existing Rules are changed, vacated, dismissed, stayed or modified, then this SGAT and all contracts adopting all or part of this SGAT shall be amended to reflect such modification or change of the Existing Rules. Where the Parties fail to agree upon such an amendment, it shall be resolved in accordance with the Dispute Resolution provision of this SGAT. It is expressly understood that this SGAT will be corrected to reflect the outcome of generic proceedings by the Commission for pricing, service standards, or other matters covered by this SGAT. This Section 2.2 shall be considered part of the rates, terms and conditions of each interconnection service and network element arrangement contained in this SGAT, and this Section 2.2 shall be considered legitimately related to the purchase of each interconnection service and network element arrangement contained in this SGAT.

Section 3.0 - IMPLEMENTATION SCHEDULE

3.1 Except as otherwise required by law, U S WEST will not provide or establish Interconnection, unbundled network elements, ancillary services and/or resale of Telecommunications Services in accordance with the terms and conditions of this Statement prior to CLEC's execution of this SGAT. The date on which CLEC signs and delivers an executed copy of this SGAT, in accordance with Section 1, shall hereafter be referred to as the "Effective Date" of the SGAT between U S WEST and CLEC. Thereupon, the Parties shall meet to complete U S WEST's "CLEC Questionnaire," and to negotiate an interconnection implementation schedule as it applies to CLEC's obtaining of Interconnection, unbundled network elements, ancillary services, and/or resale of Telecommunications Services hereunder.

3.2 Prior to placing any orders for services under this SGAT, the Parties will jointly complete U S WEST's "CLEC Questionnaire." This questionnaire will then be used to:

- Determine geographical requirements
- Identify CLEC Identification Codes
- Determine U S WEST system requirements to support CLEC's specific activity
- Collect credit information
- Obtain billing information
- Create summary bills
- Establish input and output requirements
- Create and distribute U S WEST and CLEC contact lists
- Identify CLEC hours and holidays

3.3 Prior to placing any orders for services under this SGAT, the Parties will meet to finalize an interconnection implementation schedule. Subject to the terms and conditions of this Statement, each Party shall exercise reasonable efforts to adhere to the interconnection implementation schedule.

3.4 CLEC will provide an initial two year forecast prior to placing any orders for service under this SGAT. During the first year of the term of this SGAT, the forecast shall be updated and provided to U S WEST on a quarterly basis. During the remaining term of this SGAT, CLEC will provide updated forecasts from time to time, as requested by U S WEST. The information provided pursuant to this paragraph shall be considered Proprietary Information under the Nondisclosure Section 5.16 of this SGAT. The initial forecast will minimally provide:

- 3.4.1 The date service will be offered (by city and/or state);
- 3.4.2 The type and quantity of service(s) which will be offered;
- 3.4.3 CLEC's anticipated order volumes; and
- 3.4.4 CLEC's key contact personnel.

Section 4.0 - DEFINITIONS

4.1 "Access Service Request" or "ASR" means the industry standard forms and supporting documentation used for ordering Access Services.

4.2 "Access Services" refers to the interstate and intrastate switched access and private line transport services offered for the origination and/or termination of interexchange traffic.

4.3 "Act" means the Communications Act of 1934 (47 U.S.C. 151 et. seq.), as amended by the Telecommunications Act of 1996, and as from time to time interpreted in the duly authorized rules and regulations of the FCC or the Arizona Corporation Commission.

4.4 "Application Date" or "APP" means the date the customer provides U S WEST a firm commitment and sufficient information to provide service.

4.5 "Automatic Number Identification" or "ANI" means a Feature Group D signaling parameter which refers to the number transmitted through a network identifying the billing number of the calling party.

4.6 "Basic Exchange Features" are optional end user switched services that include, but are not necessarily limited to: Automatic Call Back; Call Trace; Caller ID and Related Blocking Features; Distinctive Ringing/Call Waiting; Selective Call Forward; and Selective Call Rejection.

4.7 "Basic Exchange Telecommunications Service" means a service offered to end users which provides the end user with a telephonic connection to, and a unique local telephone number address on, the public switched telecommunications network, and which enables such end user to generally place calls to, or receive calls from, other stations on the public switched telecommunications network. Basic residence and business line services are Basic Exchange Telecommunications Services. As used solely in the context of this statement and unless otherwise agreed, Basic Exchange Telecommunications Service includes access to ancillary services such as 911, directory assistance and operator services.

4.8 "Bona Fide Request" or "BFR" means a request for a new interconnection or unbundled element not already available in this SGAT for the provision of local telecommunications services.

4.9 "Busy Line Verify/Busy Line Interrupt" or "BLV/BLI Traffic" means an operator service call in which the caller inquires as to the busy status of or requests an interruption of a call on another end user's Basic Exchange Telecommunications Service line.

4.10 "Calling Party Number" or "CPN" is a Common Channel Signaling ("CCS") parameter which refers to the number transmitted through a network identifying the calling party. Reference Technical Pub. 77342.

4.11 "Central Office Switch" means a switch used to provide Telecommunications Services, including, but not limited to:

4.11.1 "End Office Switches" which are used to terminate end user station loops for the purpose of interconnecting to each other and to trunks; and

4.11.2 "Tandem Office Switches" which are used to connect and switch trunk circuits between and among other Central Office Switches. Access tandems provide connections for exchange access and toll traffic, while local tandems provide connections for EAS/Local traffic.

4.12 "Collocation" is an arrangement where space is provided in a U S WEST Wire Center for the placement of a CLEC's transmission equipment or cross connection equipment to be used for the purpose of Interconnection or access to U S WEST unbundled network elements. U S WEST offers four Collocation arrangements: Virtual Collocation, Caged Physical Collocation, Cageless Physical Collocation and InterConnection Distribution Frame Collocation.

4.13 "Commission" means the Arizona Corporation Commission.

4.14 "Common Channel Signaling" or "CCS" means a method of digitally transmitting call set-up and network control data over a special signaling network fully separate from the public voice switched network elements that carry the actual call.

4.15 "CLEC" refers to a party that has submitted a request, pursuant to Sections 1 and 3 of this SGAT, to obtain Interconnection, access to unbundled network elements, ancillary services, or resale of Telecommunications Services pursuant to the terms of this SGAT. A CLEC is an entity authorized to provide Local Exchange Service that does not otherwise qualify as an Incumbent Local Exchange Carrier ("ILEC").

4.16 "Designed, Verified and Assigned Date" or DVA means the date on which implementation groups are to report that all documents and materials have been received and are complete.

4.17 "Digital Signal Level 0" or "DS0" is the 64 Kbps worldwide standard speed for digitizing one voice conversation using pulse code modulation. There are 24 DS0 channels in a DS1.

4.18 "Digital Signal Level 1" or "DS1" means the 1.544 Mbps first-level signal in the time-division multiplex hierarchy. In the time-division multiplexing hierarchy of the telephone network, DS1 is the initial level of multiplexing. There are 28 DS1s in a DS3.

4.19 "Digital Signal Level 3" or "DS3" means the 44.736 Mbps third-level signal in the time-division multiplex hierarchy. In the time-division multiplexing hierarchy of the telephone network, DS3 is defined as the third level of multiplexing.

4.20 "Enhanced Service Provider" refers to those providers that provide enhanced services as defined in 47 C.F.R. paragraph 64.702(a) which defines enhanced services as: "services, offered over common carrier transmission facilities used in interstate communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information; or involve subscriber interaction with stored information." Internet Service Providers (ISPs) are considered Enhanced Service Providers.

4.21 "Exchange Message Record" or "EMR" is the standard used for exchange of telecommunications message information between telecommunications providers for billable, non-billable, sample, settlement and study data. EMR format is contained in BR-010-200-010 CRIS Exchange Message Record, a Bellcore document that defines industry standards for exchange message records.

4.22 "Extended Area Service (EAS)/Local Traffic" means traffic that is originated and terminated within the local calling area as defined by U S WEST's then current EAS/local serving areas, as determined by the Commission.

4.23 "Facility Complete Date" or "FCD" means the date all pre-service tests are performed, including stress tests.

4.24 "Firm Order Confirmation Date" or "FOC" means the notice U S WEST provides to CLEC to confirm that the CLEC Local Service Order (LSR) has been received and has been successfully processed. The FOC confirms the schedule of dates committed to by U S WEST for the provisioning of the service requested.

4.25 "Hub" denotes a U S WEST-designated Wire Center at which multiplexing is performed.

4.26 "Integrated Digital Loop Carrier" means a subscriber loop carrier system, which integrates within the switch on a DS1 level signal.

4.27 "Interconnect & Resale Resource Guide" is a U S WEST document that provides information needed to request services available under this SGAT. It is available on U S WEST's Web site: <http://www.uswest.com/com/customers/carrier/interconnect/index.html>.

4.28 "Interconnection" is as described in the Act and refers to the connection between networks for the purpose of transmission and routing of telephone exchange service traffic and exchange access traffic.

4.29 "Interexchange Carrier" (IXC) means a carrier that provides interLATA or IntraLATA Toll services.

4.30 "IntraLATA Toll" is defined in accordance with U S WEST's current intraLATA toll serving areas, as determined by U S WEST's state and interstate tariffs.

4.31 "Local Exchange Carrier" (LEC) means any person that is engaged in the provision of telephone exchange service or exchange access. Such term does not include a person insofar as such person is engaged in the provision of a commercial mobile service under Section 332(c) of the Act, except to the extent that the FCC finds that such service should be included in the definition of such term.

4.32 "Local Interconnection Service (LIS) Entrance Facility" is a DS1 or DS3 that extends from CLEC's switch location to the U S WEST Serving Wire Center. An Entrance Facility may not extend beyond the area served by the U S WEST Serving Wire Center.

4.33 "Local Interconnection Service (LIS) Trunking" is a terminating, trunk-side service provided between the Point of Interconnection (POI) of CLEC's network and U S WEST's network for the purpose of completing calls from CLEC's end user customers to U S WEST's end user customers. Local calls begin and end within a Local Calling Area or Extended Area Service (EAS) area which has been defined by the Commission. Trunking connections for these local calls may exist between CLEC and U S WEST's End Offices or Local Tandem. IntraLATA toll or jointly provided switched access calls are completed with trunking connections to the access tandem.

4.34 "Local Loop Transmission" or "Loop" means the entire transmission path which extends from the network interface device or demarcation point at an end user's premises to the Main Distribution Frame or other designated frame or panel in a Party's Wire Center which serves the end user.

4.35 "Local Service Request" or "LSR" means the industry standard forms and supporting documentation used for ordering local services.

4.36 "Main Distribution Frame" or "MDF" means a U S WEST distribution frame (e.g., COSMIC frame) used to connect U S WEST cable pairs and line and trunk equipment terminals on a U S WEST switching system.

4.37 "MECAB" refers to the Multiple Exchange Carrier Access Billing (MECAB) document prepared by the Billing Committee of the Ordering and Billing Forum (OBF), that functions under the auspices of the Carrier Liaison Committee of the Alliance for Telecommunications Industry Solutions. The MECAB document, published by Bellcore as Special Report SR-BDS-000983, contains the recommended guidelines for the billing of an Access Service.

4.38 "MECOD" refers to the Multiple Exchange Carriers Ordering and Design (MECOD) Guidelines for Access Services - Industry Support Interface, a document developed by the Ordering/Provisioning Committee under the auspices of the Ordering and Billing Forum (OBF), that functions under the auspices of the Carrier Liaison Committee of the Alliance for Telecommunications Industry Solutions. The MECOD document, published by Bellcore as Special Report SR STS-002643, establishes recommended guidelines for processing orders for Access Service. It is published by Bellcore as SRBDS 00983.

4.39 "Meet-Point Billing" or "MPB" refers to an arrangement whereby two LECs (including a LEC and CLEC) jointly provide Switched Access Service to an Interexchange Carrier, with each LEC (or CLEC) receiving an appropriate share of the revenues as defined by their effective access Tariffs.

4.40 "Mid-Span Meet" is a Point of Interconnection between two networks, designated by two Telecommunications Carriers, at which one carrier's responsibility for service begins and the other carrier's responsibility ends.

4.41 "North American Numbering Plan" or "NANP" means the numbering plan used in the United States that also serves Canada, Bermuda, Puerto Rico, Guam, the Commonwealth of the Marianna Islands and certain Caribbean Islands. The NANP format is a 10-digit number that consists of a 3-digit NPA code (commonly referred to as the area code), followed by a 3-digit NXX code and 4-digit line number.

- 4.42 "NXX" means the fourth, fifth and sixth digits of a ten-digit telephone number.
- 4.43 "Party" means either U S WEST or CLEC and "Parties" means U S WEST and CLEC.
- 4.44 "Plant Test Date" or PTD means the date acceptance testing is performed with the customer.
- 4.45 "Point of Interface", "Point of Interconnection," or "POI" is a demarcation between the networks of two LECs (including a LEC and CLEC).
- 4.46 "Port" means a line or trunk connection point on a central office switch but does not include switch features.
- 4.47 "Proof of Authorization" ("POA"). POA shall consist of documentation of the end user's selection of its local service provider. Section 5.3 of this SGAT lists acceptable forms of documentation.
- 4.48 "Rate Center" means the specific geographic point (associated with one or more specific NPA-NXX codes and various wire centers), being used for billing and measuring Telecommunications Service. For example, a Rate Center will normally include several Wire Centers within its geographic area, with each Wire Center having one or more NPA-NXXs.
- 4.49 "Rate Center Area" is the geographic area within which basic exchange services are provided for NPA-NXX designations associated with a particular Rate Center.
- 4.50 "Records Issue Date" or "RID" means the date that all design and assignment information is sent to the necessary service implementation groups.
- 4.51 "Reseller" is a category of local exchange service provider that obtains dial tone and associated Telecommunications Services from another provider through the purchase of finished services for resale to its end users.
- 4.52 "Scheduled Issued Date" or "SID" means the date the order is entered into U S WEST's order distribution system.
- 4.53 "Service Control Point" or "SCP" means a signaling end point that acts as a database to provide information to another signaling end point (*i.e.*, Service Switching Point or another SCP) for processing or routing certain types of network calls. A query/response mechanism is typically used in communicating with an SCP.
- 4.54 "Service Date" or "SD" means the date service is made available to the customer. This also is referred to as the "Due Date."
- 4.55 "Signaling Transfer Point" or "STP" means a signaling point that performs message routing functions and provides information for the routing of messages between signaling end points. An STP transmits, receives and processes Common Channel Signaling ("CCS") messages.

4.56 "Switched Access Service" means the offering of transmission and switching services to Interexchange Carriers for the purpose of the origination or termination of telephone toll service. Switched Access Services include: Feature Group A, Feature Group B, Feature Group D, Phone to Phone IP Telephony, 8XX access, and 900 access and their successors or similar Switched Access services. Switched Access traffic, as specifically defined in U S WEST's state and interstate Switched Access Tariffs, is traffic that originates at one of the Party's end users and terminates at an IXC point of presence, or originates at an IXC point of presence and terminates at one of the Party's end users, whether or not the traffic transits the other Party's network.

4.57 "Tariff" as used throughout this SGAT refers to U S WEST interstate Tariffs and state Tariffs, price lists, price schedules and catalogs.

4.58 "Telecommunications Carrier" means any provider of Telecommunications Services, except that such term does not include aggregators of Telecommunications Services (as defined in Section 226 of the Act). A Telecommunications Carrier shall be treated as a common carrier under the Act only to the extent that it is engaged in providing Telecommunications Services, except that the Federal Communications Commission shall determine whether the provision of fixed and mobile satellite service shall be treated as common carriage.

4.59 "Telecommunications Services" means the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

4.60 "Wire Center" denotes a building or space within a building that serves as an aggregation point on a given carrier's network, where transmission facilities are connected or switched. Wire Center can also denote a building where one or more Central Offices, used for the provision of Basic Exchange Telecommunications Services and Access Services, are located. However, for purposes of Collocation service, Wire Center shall mean those points eligible for such connections as specified in the FCC Docket No. 91-141, and rules adopted pursuant thereto.

4.61 "Wired and Office Tested Date" or "WOT" means the date by which all intraoffice wiring is completed, all plug-ins optioned and aligned, frame continuity established, and the interoffice facilities, if applicable, are tested. This includes the date that switching equipment, including translation loading, is installed and tested.

4.62 Terms not otherwise defined here but defined in the Act shall have the meaning defined there.

Section 5.0 - TERMS AND CONDITIONS

5.1 General Provisions

5.1.1 Each Party shall use its best efforts to comply with the Implementation Schedule provisions that will be mutually agreed upon by the Parties.

5.1.2 The Parties are each solely responsible for participation in and compliance with national network plans, including the National Network Security Plan and the Emergency Preparedness Plan.

5.1.3 Neither Party shall use any service related to or use any of the services provided in this SGAT in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other carriers or to either Party's end users. Each Party may discontinue or refuse service if the other Party violates this provision. Upon such violation, either Party shall provide the other Party notice of such violation at the earliest practicable time.

5.1.4 Each Party is solely responsible for the services it provides to its end users and to other Telecommunications Carriers.

5.1.5 The Parties shall work cooperatively to minimize fraud associated with third-number billed calls, calling card calls, and any other services related to this SGAT.

5.1.6 Nothing in this SGAT shall prevent either Party from seeking to recover the costs and expenses, if any, it may incur in (a) complying with and implementing its obligations under this SGAT, the Act, and the rules, regulations and orders of the FCC and the Commission, and the development, modification, technical installation and maintenance of any systems or other infrastructure which it requires to comply with and to continue complying with its responsibilities and obligations under this SGAT.

5.2 Term of SGAT

5.2.1 This SGAT shall become effective upon Commission approval, pursuant to Sections 251 and 252 of the Act. The date on which CLEC submits a written request, pursuant to Section 3.1 of this SGAT, to obtain services pursuant to this SGAT shall hereafter be referred to as the "Effective Date" of this SGAT between CLEC and U S WEST. This SGAT shall be binding upon the Parties upon the Effective Date and for a term of two years, notwithstanding Section 252(i) of the Act.

5.2.2 Subsequent to the termination of this SGAT, CLEC may continue Interconnection, access to unbundled network elements, ancillary services, and/or resale of Telecommunications Services under one of the following options:

5.2.2.1 Prior to the conclusion of the two year term specified in Section 5.2.1 above, CLEC, consistent with Section 252(i) of the Act, may adopt a then-existing, approved interconnection agreement to become effective at the conclusion of the two-year term. The two-year term of this SGAT shall be continued for the brief period of time needed to secure the Commission's approval of the newly adopted agreement.

5.2.2.2 Prior to the conclusion of the two year term specified in Section 5.2.1 above, CLEC, consistent with Section 252(i) of the Act, may enter into negotiations for a new individual interconnection agreement. If the Parties' negotiations are successful and they agree upon a new interconnection agreement, it shall become effective at the conclusion of the two year term contained in Section 5.2.1. The two-year term of this SGAT shall be continued for the brief period of time needed to secure the Commission's approval of the negotiated agreement.

5.2.2.3 If the Parties' negotiations are not successful and they have not agreed upon a new interconnection agreement, the Parties agree that the window of opportunity to file for arbitration to resolve outstanding contractual issues in accordance with the Act will end at the end of the two year term specified above.

a) If CLEC files an arbitration petition before the end of the two-year term specified above, then this SGAT shall continue for the brief period necessary for the Commission to act and resolve the disputed issues so that the Parties will have an effective interconnection agreement.

b) If such a petition has not been filed, then this SGAT shall terminate at the end of the two year term specified.

5.2.2.4 Prior to the conclusion of the two year term specified in Section 5.2.1 above, CLEC may obtain interconnection services under the terms and conditions of a then-existing SGAT to become effective at the conclusion of the two-year term.

5.3 Proof of Authorization

5.3.1 Where so indicated in specific sections of this SGAT, each Party shall be responsible for obtaining and having in its possession Proof of Authorization ("POA"). POA shall consist of documentation of the end user's selection of its local service provider. Such selection may be obtained in the following ways:

5.3.1.1 The end user's written Letter of Authorization.

5.3.1.2 The end user's electronic authorization by use of an 8XX number.

5.3.1.3 The end user's oral authorization verified by an independent third party (with third party verification as POA).

5.3.1.4 A prepaid returnable postcard supplied by the new local service provider which has been signed and returned by end user. The new local service provider will wait fourteen (14) calendar days after mailing the postcard before placing an order to change.

5.3.2 The Parties shall make POAs available to each other upon request. A charge of \$100.00 ("slamming charge") will be assessed if the POA cannot be provided supporting the change in service provider. If there is a conflict between the end user designation and the other Party's written evidence of its authority, the Parties shall honor the designation of the end user and change the end user back to the previous service provider.

5.4 Payment

5.4.1 Amounts payable under this SGAT are due and payable within thirty (30) calendar days after the date of invoice.

5.4.2 Should CLEC or U S WEST dispute, in good faith, any portion of the monthly billing under this SGAT, the parties will notify each other in writing within thirty (30) calendar days of the receipt of such billing, identifying the amount, reason and rationale of such dispute. CLEC and U S WEST shall pay all amounts due. Both CLEC and U S WEST agree to expedite the investigation of any disputed amounts in an effort to resolve and settle the dispute prior to initiating any other rights or remedies. If the resolved amount did not appear as a credit on the next invoice after resolution of the dispute, the resolved amount plus interest from the date of payment will be applied. The amount of interest will be calculated using the late payment factor that would have applied to such amount had it not been paid on time. Similarly, in the event a party withholds payment for a disputed charge, and upon resolution of the matter it is determined that such payments should have been made, the billing party is entitled to collect interest on the withheld amount, subject to the above provisions.

5.4.3 U S WEST will determine CLEC's credit status based on previous payment history with U S WEST or credit reports such as Dun and Bradstreet. If CLEC has not established satisfactory credit with U S WEST or if CLEC is repeatedly delinquent in making its payments, U S WEST may require a deposit to be held as security for the payment of charges. "Repeatedly delinquent" means being thirty (30) calendar days or more delinquent for three (3) consecutive months. The deposit may not exceed the estimated total monthly charges for a two (2) month period. The deposit may be a surety bond, a letter of credit with terms and conditions acceptable to U S WEST, or some other form of mutually acceptable security such as a cash deposit. Required deposits are due and payable within ten (10) calendar days after demand in accordance with Commission requirements.

5.4.4 Interest will be paid on cash deposits at the rate applying to deposits under applicable Commission rules, regulations, or Tariffs. Cash deposits and accrued interest will be credited to CLEC's account or refunded, as appropriate, upon the earlier of the two year term or the establishment of satisfactory credit with U S WEST, which will generally be one full year of timely payments in full by CLEC. The fact that a deposit has been made does not relieve CLEC from any requirements of this SGAT.

5.4.5 U S WEST may review CLEC's credit standing and modify the amount of deposit required.

5.4.6 The late payment charge for amounts that are billed under this SGAT shall be in accordance with Commission requirements.

5.5 Taxes

5.5.1 Each Party purchasing services hereunder shall pay or otherwise be responsible for all federal, state, or local sales, use, excise, gross receipts, transaction or similar taxes, fees or surcharges levied against or upon such purchasing Party (or the providing Party when such providing Party is permitted to pass along to the purchasing Party such taxes, fees or

surcharges), except for any tax on either Party's corporate existence, status or income. Whenever possible, these amounts shall be billed as a separate item on the invoice. To the extent a sale is claimed to be for resale tax exemption, the purchasing Party shall furnish the providing Party a proper resale tax exemption certificate as authorized or required by statute or regulation by the jurisdiction providing said resale tax exemption. Until such time as a resale tax exemption certificate is provided, no exemptions will be applied.

5.6 Insurance

5.6.1 CLEC shall at all times during the term of this SGAT, at its own cost and expense, carry and maintain the insurance coverage listed below with insurers having a "Best's" rating of B+XIII.

5.6.1.1 Workers' Compensation with statutory limits as required in the state of operation and Employers' Liability insurance with limits of not less than \$100,000 each accident.

5.6.1.2 Commercial General Liability insurance covering claims for bodily injury, death, personal injury or property damage occurring or arising out of the use or occupancy of the premises, including coverage for independent contractor's protection (required if any work will be subcontracted), premises-operations, products and/or completed operations and contractual liability with respect to the liability assumed by CLEC hereunder. The limits of insurance shall not be less than \$1,000,000 each occurrence and \$2,000,000 general aggregate limit.

5.6.1.3 Comprehensive automobile liability insurance covering the ownership, operation and maintenance of all owned, non-owned and hired motor vehicles with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage.

5.6.1.4 Umbrella/Excess Liability insurance in an amount of \$10,000,000 excess of Commercial General Liability insurance specified above. These limits may be obtained through any combination of primary and excess or umbrella liability insurance so long as the total limit is \$11,000,000.

5.6.1.5 "All Risk" Property coverage on a full replacement cost basis insuring all of CLEC personal property situated on or within the premises. CLEC may elect to purchase business interruption and contingent business interruption insurance. U S WEST has no liability for loss of profit or revenues should an interruption of service occur.

5.6.2 CLEC and U S WEST each waive any and all rights of recovery against the other, or against the officers, employees, agents, representatives of the other, or other tenants for loss or damage to such waiving Party arising from any cause covered by any property insurance required to be carried by such Party. Each Party shall give notice to insurance carrier(s) that the mutual waiver of subrogation is contained in this SGAT.

5.6.3 CLEC shall provide certificate(s) of insurance evidencing coverage, and annually thereafter within ten (10) calendar days of renewal of any coverage maintained pursuant to this Section. Such certificates shall (1) name U S WEST as an additional insured under commercial general liability coverage as respects U S WEST's interests; (2) provide U S WEST thirty (30)

calendar days prior written notice of cancellation of, material change or exclusions in the policy(s) to which certificate(s) relate; (3) indicate that coverage is primary and not excess of, or contributory with, any other valid and collectible insurance purchased by U S WEST; and (4) provide severability of interest/cross liability coverage.

5.7 Force Majeure

5.7.1 Neither Party shall be liable for any delay or failure in performance of any part of this SGAT from any cause beyond its control and without its fault or negligence including, without limitation, acts of nature, acts of civil or military authority, government regulations, embargoes, epidemics, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, work stoppages, equipment failure, power blackouts, volcanic action, other major environmental disturbances, unusually severe weather conditions, inability to secure products or services of other persons or transportation facilities or acts or omissions of transportation carriers (collectively, a "Force Majeure Event"). The Party affected by a Force Majeure Event shall give prompt notice to the other Party, shall be excused from performance of its obligations hereunder on a day to day basis to the extent those obligations are prevented by the Force Majeure Event, and shall use reasonable efforts to remove or mitigate the Force Majeure Event. In the event of a labor dispute or strike the Parties agree to provide service to each other at a level equivalent to the level they provide themselves.

5.8 Limitation of Liability

5.8.1 Except for indemnity obligations, each Party's liability to the other Party for any loss relating to or arising out of any act or omission in its performance of this SGAT, whether in contract or in tort, shall be limited to the total amount that is or would have been charged to the other Party by such breaching Party for the service(s) or function(s) not performed or improperly performed.

5.8.2 For any other claim, each Party shall be liable to the other only for direct damages for any loss, defect or equipment failure resulting from the causing Party's conduct or the conduct of its agents or contractors in performing the obligations contained in this SGAT.

5.8.3 Neither Party shall be liable to the other for indirect, incidental, consequential, or special damages, including (without limitation) damages for lost profits, lost revenues, lost savings suffered by the other Party regardless of the form of action, whether in contract, warranty, strict liability, tort, including (without limitation) negligence of any kind and regardless of whether the Parties know the possibility that such damages could result.

5.8.4 CLEC is liable for all fraud associated with service to its end-users and accounts. U S WEST takes no responsibility, will not investigate, and will make no adjustments to CLEC's account in cases of fraud unless such fraud is the result of any intentional act or gross negligence of U S WEST. Notwithstanding the above, if U S WEST becomes aware of potential fraud with respect to CLEC's accounts, U S WEST will promptly inform CLEC and, at the direction of CLEC, take reasonable action to mitigate the fraud where such action is possible.

5.8.5 Nothing contained in this Section shall limit either Party's liability to the other for willful misconduct.

5.8.6 Nothing contained in this Section shall limit either Party's obligations of indemnification as specified in the Indemnity Section of this SGAT.

5.8.7 Neither Party shall be liable to the other under any theory, including indemnity, on account of such Party's failure or neglect to have or maintain a system or systems that are Year 2000 compliant. As the Parties approach the Year 2000, date information associated with any interfaces between the Parties is expected to remain as it is. Any changes in the interface format associated with date information will be negotiated and agreed to by the Parties prior to any changes.

5.9 Indemnity

5.9.1 With respect to third party claims, the Parties agree to indemnify each other as follows:

5.9.1.1 Except for claims made by end users of one Party against the other Party, which claims are based on defective or faulty services provided by the other Party to the one Party, each of the Parties agrees to release, indemnify, defend and hold harmless the other Party and each of its officers, directors, employees and agents (each an "Indemnatee") from and against and in respect of any loss, debt, liability, damage, obligation, claim, demand, judgment or settlement of any nature or kind, known or unknown, liquidated or unliquidated including, but not limited to, costs and attorneys' fees, whether suffered, made, instituted, or asserted by any other party or person, for invasion of privacy, personal injury to or death of any person or persons, or for loss, damage to, or destruction of property, whether or not owned by others, resulting from the indemnifying Party's performance, breach of applicable law, or status of its employees, agents and subcontractors; or for failure to perform under this SGAT, regardless of the form of action.

5.9.1.2 Where the third party claim is made by (or through) an end user of one Party against the other Party, which claim is based on defective or faulty services provided by the other Party to the one Party, then there shall be no obligation of indemnity unless the act or omission giving rise to the defective or faulty services is shown to be intentional and malicious misconduct of the other Party.

5.9.1.3 If the claim is made by (or through) an end user and where a claim is in the nature of a claim for invasion of privacy, libel, slander, or other claim based on the content of a transmission, and it is made against a Party who is not the immediate provider of the Telecommunications Service to the end user (the indemnified provider), then in the absence of fault or neglect on the part of the indemnified provider, the Party who is the immediate seller of such Telecommunications Service shall indemnify, defend and hold harmless the indemnified provider from such claim.

5.9.2 The indemnification provided herein shall be conditioned upon:

5.9.2.1 The indemnified Party shall promptly notify the indemnifying Party of any action taken against the indemnified Party relating to the indemnification. Failure to so notify the indemnifying Party shall not relieve the indemnifying Party of any liability that

the indemnifying Party might have, except to the extent that such failure prejudices the indemnifying Party's ability to defend such claim.

5.9.2.2 The indemnifying Party shall have sole authority to defend any such action, including the selection of legal counsel, and the indemnified Party may engage separate legal counsel only at its sole cost and expense.

5.9.2.3 In no event shall the indemnifying Party settle or consent to any judgment pertaining to any such action without the prior written consent of the indemnified Party.

5.10 Intellectual Property

5.10.1 Each Party hereby grants to the other Party the limited, personal and nonexclusive right and license to use its patents, copyrights and trade secrets but only to the extent necessary to implement this SGAT or specifically required by the then-applicable federal and state rules and regulations relating to Interconnection and access to telecommunications facilities and services, and for no other purposes. Nothing in this SGAT shall be construed as the grant to the other Party of any rights or licenses to trademarks.

5.10.2 The rights and licenses above are granted "AS IS," and the other Party's exercise of any such right and license shall be at the sole and exclusive risk of the other Party. Neither Party shall have any obligation to defend, indemnify or hold harmless, or acquire any license or right for the benefit of, or owe any other obligation or have any liability to, the other based on or arising from any claim, demand, or proceeding (hereinafter "claim") by any third party alleging or asserting that the use of any circuit, apparatus, or system, or the use of any software, or the performance of any service or method, or the provision of any facilities by either Party under this SGAT constitutes infringement, or misuse or misappropriation of any patent, copyright, trade secret, or any other proprietary or intellectual property right of any third party.

5.10.3 As a condition to the access or use of patents, copyrights, trade secrets and other intellectual property (including software) owned or controlled by a third party to the extent necessary to implement this SGAT or specifically required by the then-applicable federal and state rules and regulations relating to Interconnection and access to telecommunications facilities and services, the Party providing access may require the other, upon written notice, from time to time, to obtain a license or permission for such access or use, make all payments in connection with obtaining such license, and provide evidence of such license.

5.10.4 Except as expressly provided in this Intellectual Property Section, nothing in this SGAT shall be construed as the grant of a license, either express or implied, with respect to any patent, copyright, logo, trademark, tradename, trade secret or any other intellectual property right now or hereafter owned, controlled or licensable by either Party. Neither Party may use any patent, copyright, logo, trademark, tradename, trade secret or other intellectual property rights of the other Party or its affiliates without execution of a separate agreement between the Parties.

5.10.5 Neither Party shall without the express written permission of the other Party, state or imply that: 1) it is connected, or in any way affiliated with the other or its affiliates; 2) it is part of a joint business association or any similar arrangement with the other or its affiliates; 3) the other Party and its affiliates are in any way sponsoring, endorsing or certifying it and its goods and services; or 4) with respect to its advertising or promotional activities or materials,

the resold goods and services are in any way associated with or originated from the other or any of its affiliates. Nothing in this paragraph shall prevent either Party from truthfully describing the network elements it uses to provide service to its end users, provided it does not represent the network elements as originating from the other Party or its affiliates.

5.10.6 For purposes of resale only and notwithstanding the above, unless otherwise prohibited by U S WEST pursuant to an applicable provision herein, CLEC may use the phrase "CLEC is a Reseller of U S WEST Communications services" (the "Authorized Phrase") in CLEC's printed materials provided:

5.10.6.1 The Authorized Phrase is not used in connection with any goods or services other than U S WEST services resold by CLEC.

5.10.6.2 CLEC's use of the Authorized Phrase does not cause end users to believe that CLEC is U S WEST.

5.10.6.3 The Authorized Phrase, when displayed, appears only in text form (CLEC may not use the U S WEST logo) with all letters being the same font and point size. The point size of the Authorized Phrase shall be no greater than one fourth the point size of the smallest use of CLEC's name and in no event shall exceed 8 point size.

5.10.6.4 CLEC shall provide all printed materials using the Authorized Phrase to U S WEST for its prior written approval.

5.10.6.5 If U S WEST determines that CLEC's use of the Authorized Phrase causes end user confusion, U S WEST may immediately terminate CLEC's right to use the Authorized Phrase.

5.10.6.6 Upon termination of CLEC's right to use the Authorized Phrase or termination of this SGAT, all permission or right to use the Authorized Phrase shall immediately cease to exist and CLEC shall immediately cease any and all such use of the Authorized Phrase. CLEC shall either promptly return to U S WEST or destroy all materials in its possession or control displaying the Authorized Phrase.

5.10.7 CLEC acknowledges the value of the marks "U S WEST" and "U S WEST Communications" (the "Marks") and the goodwill associated therewith and acknowledges that such goodwill is a property right belonging to U S WEST, Inc. and U S WEST respectively (the "Owners"). CLEC recognizes that nothing contained in this SGAT is intended as an assignment or grant to CLEC of any right, title or interest in or to the Marks and that this SGAT does not confer any right or license to grant sublicenses or permission to third parties to use the Marks and is not assignable. CLEC will do nothing inconsistent with the Owner's ownership of the Marks, and all rights, if any, that may be acquired by use of the Marks shall inure to the benefit of the Owners. CLEC will not adopt, use (other than as authorized herein), register or seek to register any mark anywhere in the world which is identical or confusingly similar to the Marks or which is so similar thereto as to constitute a deceptive colorable imitation thereof or to suggest or imply some association, sponsorship, or endorsement by the Owners. The Owners make no warranties regarding ownership of any rights in or the validity of the Marks.

5.11 Warranties

5.11.1 NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, THE PARTIES AGREE THAT NEITHER PARTY HAS MADE, AND THAT THERE DOES NOT EXIST, ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

5.12 Assignment

5.12.1 Neither Party may assign or transfer (whether by operation of law or otherwise) this SGAT (or any rights or obligations hereunder) to a third party without the prior written consent of the other Party. Notwithstanding the foregoing, either Party may assign or transfer this SGAT to a corporate affiliate or an entity under its common control; however, if CLEC's assignee or transferee has an Interconnection agreement with U S WEST, no assignment or transfer of this SGAT shall be effective without the prior written consent of U S WEST. Such consent shall include appropriate resolutions of conflicts and discrepancies between the assignee's or transferee's interconnection agreement and this SGAT. Any attempted assignment or transfer that is not permitted is void ab initio. Without limiting the generality of the foregoing, this SGAT shall be binding upon and shall inure to the benefit of the Parties' respective successors and assigns.

5.12.2 Without limiting the generality of the foregoing subsection, any merger, dissolution, consolidation or other reorganization of CLEC, or any sale, transfer, pledge or other disposition by CLEC of securities representing more than 50% of the securities entitled to vote in an election of CLEC's board of directors or other similar governing body, or any sale, transfer, pledge or other disposition by CLEC of substantially all of its assets, shall be deemed a transfer of control. If any entity, other than CLEC, involved in such merger, dissolution, consolidation, reorganization, sale, transfer, pledge or other disposition of CLEC has an interconnection agreement with U S WEST, the Parties agree that only one agreement, either this SGAT or the interconnection agreement of the other entity, will remain valid. All other interconnection agreements will be terminated. The Parties agree to work together to determine which interconnection agreement should remain valid and which should terminate. In the event the Parties cannot reach agreement on this issue, the issue shall be resolved through the Dispute Resolution process contained in this SGAT.

5.12.3 U S WEST makes no representations or warranties regarding the configuration, identity, or number of telephone exchanges covered by this SGAT. Nothing in this SGAT, therefore, shall be deemed to limit or restrict the right of U S WEST to sell, lease, transfer, assign, or hypothecate any of its assets, rights, title or interests in or to any of its property or rights, including but not limited to the telephone exchange(s) in which it conducts its business. Likewise nothing in this SGAT shall be deemed to limit or restrict the right of U S WEST to acquire, buy, procure, lease, or mortgage any assets, rights, title, or interest in or to any property or rights, including but not limited to the telephone exchange(s) in which it conducts its business. If U S WEST should sell or otherwise transfer and assign to an unaffiliated third party all or substantially all of its assets and rights with respect to a telephone exchange(s) which is covered by this SGAT, then as to such exchange(s) this SGAT shall terminate upon the effective date of such sale or other transfer. U S WEST shall provide CLEC with as much advance notice of such sale or transfer as is reasonably possible.

5.13 Default

5.13.1 If either Party defaults in the payment of any amount due hereunder, or if either Party violates any other material provision of this SGAT, and such default or violation shall continue for thirty (30) calendar days after written notice thereof, the other Party may seek relief in accordance with the Dispute Resolution provision of this SGAT. The failure of either Party to enforce any of the provisions of this SGAT or the waiver thereof in any instance shall not be construed as a general waiver or relinquishment on its part of any such provision, but the same shall, nevertheless, be and remain in full force and effect.

5.14 Disclaimer of Agency

5.14.1 Except for provisions herein expressly authorizing a Party to act for another, nothing in this SGAT shall constitute a Party as a legal representative or agent of the other Party, nor shall a Party have the right or authority to assume, create or incur any liability or any obligation of any kind, express or implied, against or in the name or on behalf of the other Party unless otherwise expressly permitted by such other Party. Except as otherwise expressly provided in this SGAT, no Party undertakes to perform any obligation of the other Party whether regulatory or contractual, or to assume any responsibility for the management of the other Party's business.

5.15 Severability

5.15.1 If one or more of the provisions contained herein are modified because of changes in Existing Rules or other action by the Commission, such modifications in the SGAT shall be incorporated herein. In all other respects, the provisions of this SGAT are not severable.

5.16 Nondisclosure

5.16.1 All information, including but not limited to specifications, microfilm, photocopies, magnetic disks, magnetic tapes, drawings, sketches, models, samples, tools, technical information, data, employee records, maps, financial reports, and market data, (i) furnished by one Party to the other Party dealing with end user specific, facility specific, or usage specific information, other than end user information communicated for the purpose of providing directory assistance or publication of directory database, or (ii) in written, graphic, electromagnetic, or other tangible form and marked at the time of delivery as "Confidential" or "Proprietary", or (iii) communicated and declared to the receiving Party at the time of delivery, or by written notice given to the receiving Party within ten (10) calendar days after delivery, to be "Confidential" or "Proprietary" (collectively referred to as "Proprietary Information"), shall remain the property of the disclosing Party. A Party who receives Proprietary Information via an oral communication may request written confirmation that the material is Proprietary Information. A Party who delivers Proprietary Information via an oral communication may request written confirmation that the Party receiving the information understands that the material is Proprietary Information.

5.16.2 Upon request by the disclosing Party, the receiving Party shall return all tangible copies of Proprietary Information, whether written, graphic or otherwise, except that the receiving Party may retain one copy for archival purposes.

5.16.3 Each Party shall keep all of the other Party's Proprietary Information confidential and shall use the other Party's Proprietary Information only in connection with this SGAT. Neither Party shall use the other Party's Proprietary Information for any other purpose except upon such terms and conditions as may be agreed upon between the Parties in writing.

5.16.4 Unless otherwise agreed, the obligations of confidentiality and non-use set forth in this SGAT do not apply to such Proprietary Information as:

- a) was at the time of receipt already known to the receiving Party free of any obligation to keep it confidential evidenced by written records prepared prior to delivery by the disclosing Party; or
- b) is or becomes publicly known through no wrongful act of the receiving Party; or
- c) is rightfully received from a third person having no direct or indirect secrecy or confidentiality obligation to the disclosing Party with respect to such information; or
- d) is independently developed by an employee, agent, or contractor of the receiving Party which individual is not involved in any manner with the provision of services pursuant to the SGAT and does not have any direct or indirect access to the Proprietary Information; or
- e) is disclosed to a third person by the disclosing Party without similar restrictions on such third person's rights; or
- f) is approved for release by written authorization of the disclosing Party; or
- g) is required to be made public by the receiving Party pursuant to applicable law or regulation provided that the receiving Party shall give sufficient notice of the requirement to the disclosing Party to enable the disclosing Party to seek protective orders.

5.16.5 Nothing herein is intended to prohibit a Party from supplying factual information about its network and Telecommunications Services on or connected to its network to regulatory agencies including the Federal Communications Commission and the Commission so long as any confidential obligation is protected.

5.16.6 Effective Date Of This Section. Notwithstanding any other provision of this SGAT, the Proprietary Information provisions of this SGAT shall apply to all information furnished by either Party to the other in furtherance of the purpose of this SGAT, even if furnished before the Effective Date.

5.17 Survival

5.17.1 Any liabilities or obligations of a Party for acts or omissions prior to the completion of the two year term, and any obligation of a Party under the provisions regarding indemnification, Confidential or Proprietary Information, limitations of liability, and any other

provisions of this SGAT which, by their terms, are contemplated to survive (or to be performed after) termination of this SGAT, shall survive cancellation or termination hereof.

5.18 Dispute Resolution

5.18.1 If any claim, controversy or dispute between the Parties, their agents, employees, officers, directors or affiliated agents should arise, and the Parties do not resolve it in the ordinary course of their dealings (the "Dispute"), then it shall be resolved in accordance with the dispute resolution process set forth in this Section. Each notice of default, unless cured within the applicable cure period, shall be resolved in accordance herewith.

5.18.2 At the written request of either Party, and prior to any other formal dispute resolution proceedings, each Party shall designate a vice-presidential level employee to review, meet, and negotiate, in good faith, to resolve the Dispute. The Parties intend that these negotiations be conducted by non-lawyer, business representatives, and the locations, format, frequency, duration, and conclusions of these discussions shall be at the discretion of the representatives. By mutual agreement, the representatives may use other procedures, such as mediation, to assist in these negotiations. The discussions and correspondence among the representatives for the purposes of these negotiations shall be treated as Confidential Information developed for purposes of settlement, and shall be exempt from discovery and production, and shall not be admissible in any subsequent arbitration or other proceedings without the concurrence of both of the Parties.

5.18.3 If the vice-presidential level representatives have not reached a resolution of the Dispute within thirty (30) calendar days after the matter is referred to them, then either Party may demand that the Dispute be settled by arbitration. Such an arbitration proceeding shall be conducted by a single arbitrator, knowledgeable about the telecommunications industry. The arbitration proceedings shall be conducted under the then-current rules of the American Arbitration Association ("AAA"). The Federal Arbitration Act, 9 U.S.C. Sections 1-16, not state law, shall govern the arbitrability of the Dispute. The arbitrator shall not have authority to award punitive damages. All expedited procedures prescribed by the AAA rules shall apply. The arbitrator's award shall be final and binding and may be entered in any court having jurisdiction thereof. Each Party shall bear its own costs and attorneys' fees, and shall share equally in the fees and expenses of the arbitrator. The arbitration proceedings shall occur in the Phoenix, Arizona metropolitan area. It is acknowledged that the Parties, by mutual, written agreement, may change any of these arbitration practices for a particular, some, or all Dispute(s).

5.18.4 Should it become necessary to resort to court proceedings to enforce a Party's compliance with the dispute resolution process set forth herein, and the court directs or otherwise requires compliance herewith, then all of the costs and expenses, including its reasonable attorney fees, incurred by the Party requesting such enforcement shall be reimbursed by the non-complying Party to the requesting Party.

5.18.5 Nothing in this Section is intended to divest or limit the jurisdiction and authority of the Commission or the Federal Communications Commission as provided by state or federal law.

5.18.6 No Dispute, regardless of the form of action, arising out of this SGAT, may be brought by either Party more than two (2) years after the cause of action accrues.

5.19 Controlling Law

5.19.1 This SGAT is offered by U S WEST and accepted by CLEC in accordance with the terms of the Act and the State law of Arizona. It shall be interpreted solely in accordance with the terms of the Act and the state law of Arizona.

5.20 Responsibility for Environmental Contamination

5.20.1 Neither Party shall be liable to the other for any costs whatsoever resulting from the presence or release of any environmental hazard that either Party did not introduce to the affected work location. Both Parties shall defend and hold harmless the other, its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from (i) any environmental hazard that the indemnifying Party, its contractors or agents introduce to the work locations or (ii) the presence or release of any environmental hazard for which the indemnifying Party is responsible under applicable law.

5.21 Notices

5.21.1 Any notices required by or concerning this SGAT shall be sent to U S WEST at the addresses shown below:

U S WEST
Director Interconnection Compliance
1801 California, Room 2410
Denver, CO 80202

With copy to:
U S WEST Law Department
Attention: General Counsel, Interconnection
1801 California Street, 51st Floor
Denver, CO 80202

5.21.2 Any notices required by or concerning this SGAT shall be sent by U S WEST to CLEC's address, as specified on the Signature Page in Section 22 of this SGAT.

5.22 Responsibility of Each Party

5.22.1 Each Party is an independent contractor, and has and hereby retains the right to exercise full control of and supervision over its own performance of its obligations under this SGAT and retains full control over the employment, direction, compensation and discharge of all employees assisting in the performance of such obligations. Each Party will be solely responsible for all matters relating to payment of such employees, including compliance with social security taxes, withholding taxes and all other regulations governing such matters. Each Party will be solely responsible for proper handling, storage, transport and disposal at its own expense of all (i) substances or materials that it or its contractors or agents bring to, create or assume control over at work locations, and (ii) waste resulting therefrom or otherwise generated in connection with its or its contractors' or agents' activities at the work locations. Subject to the

limitations on liability and except as otherwise provided in this SGAT, each Party shall be responsible for (i) its own acts and performance of all obligations imposed by applicable law in connection with its activities, legal status and property, real or personal, and (ii) the acts of its own affiliates, employees, agents and contractors during the performance of that Party's obligations hereunder.

5.23 No Third Party Beneficiaries

5.23.1 This SGAT does not provide and shall not be construed to provide third parties with any remedy, claim, liability, reimbursement, cause of action, or other privilege.

5.24 Referenced Documents

5.24.1 All references to Sections shall be deemed to be references to Sections of this SGAT unless the context shall otherwise require. Whenever any provision of this SGAT refers to a technical reference, technical publication, U S WEST practice, any publication of telecommunications industry administrative or technical standards, or any other document specifically incorporated into this SGAT, it will be deemed to be a reference to the most recent version or edition (including any amendments, supplements, addenda, or successors) of such document that is in effect, and will include the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document incorporated by reference in such a technical reference, technical publication, U S WEST practice, or publication of industry standards. The existing configuration of either Party's network may not be in immediate compliance with the latest release of applicable referenced documents.

5.25 Publicity

5.25.1 Neither Party shall publish or use any publicity materials with respect to the execution and delivery or existence of this SGAT without the prior written approval of the other Party.

5.26 Executed in Counterparts

5.26.1 This SGAT may be executed in any number of counterparts, each of which shall be deemed an original; but such counterparts shall together constitute one and the same instrument.

5.27 Compliance

5.27.1 Each Party shall comply with all applicable federal, state, and local laws, rules and regulations applicable to its performance under this SGAT. Without limiting the foregoing, U S WEST and CLEC agree to keep and maintain in full force and effect all permits, licenses, certificates, and other authorities needed to perform their respective obligations hereunder.

5.28 Compliance with the Communications Assistance Law Enforcement Act of 1994 ("CALEA")

5.28.1 Each Party represents and warrants that any equipment, facilities or services provided to the other Party under this SGAT comply with CALEA. Each Party shall indemnify

and hold the other Party harmless from any and all penalties imposed upon the other Party for such noncompliance and shall at the non-compliant Party's sole cost and expense, modify or replace any equipment, facilities or services provided to the other Party under this SGAT to ensure that such equipment, facilities and services fully comply with CALEA.

5.29 Cooperation

5.29.1 The Parties agree that this SGAT involves the provision of U S WEST services in ways such services were not previously available and the introduction of new processes and procedures to provide and bill such services. Accordingly, the Parties agree to work jointly and cooperatively in testing and implementing processes for pre-ordering, ordering, maintenance, provisioning and billing and in reasonably resolving issues which result from such implementation on a timely basis. Electronic processes and procedures are addressed in Section 12 of this SGAT.

5.30 Entire Agreement

5.30.1 This SGAT constitutes the entire agreement between U S WEST and CLEC and supersedes all prior oral or written agreements, representations, statements, negotiations, understandings, proposals and undertakings with respect to the subject matter hereof.

Section 6.0 - RESALE

6.1 Description

6.1.1 U S WEST Basic Exchange Telecommunications Service, Basic Exchange Features, and IntraLATA Toll originating from U S WEST exchanges will be available for resale from U S WEST pursuant to the Act and will include terms and conditions (except prices) in U S WEST Tariffs, where applicable.

6.1.2 This Section addresses the provision of certain U S WEST services to CLEC for resale by CLEC. Should U S WEST wish to obtain similar services from CLEC for resale, the terms and conditions of this SGAT shall apply, and the Parties will negotiate the rates at which U S WEST may purchase such services. Any dispute in such negotiations shall be resolved in accordance with the Dispute Resolution Section of this SGAT.

6.1.3 Certain U S WEST services are not available for resale under this SGAT, as noted in Section 6.2. Private line service used for Special Access is available for resale but not at a discount. The applicable discounts for services available for resale are identified in Exhibit A.

6.2 Terms and Conditions

6.2.1 U S WEST shall offer CLEC training on procedures that CLEC must use to request services from U S WEST, including product information, listing, and access to U S WEST systems.

6.2.2 Basic Exchange Telecommunications Service, Basic Exchange Features, and IntraLATA Toll may be resold only for their intended or disclosed use and only to the same class of end user to which U S WEST sells such services (e.g., residence service may not be resold to business end users). Service provided directly to CLEC for its own use and not resold to end-users, such as administrative services, must be identified by CLEC, and CLEC must pay the full retail rates and prices for such services.

6.2.2.1 Promotional offerings of ninety (90) days or less are not available for resale.

6.2.2.2 Residential services, services that are grandfathered, and Lifeline/Link-up services are available only to the same class of customer eligible to purchase these services from U S WEST.

6.2.2.3 Non-telecommunications services, such as inside wiring, calling cards and CPE, are not available for resale.

6.2.2.4 Enhanced services, such as voice messaging, are not available for resale.

6.2.2.5 U S WEST will offer Contract Service Arrangements (CSA) at the wholesale discount rates specified in Exhibit A for resale. U S WEST will offer CSAs for resale in aggregations of customers where CLEC end-users are similarly situated to the original CSA end user. Nothing in this agreement shall affect any obligation of any end

user with a CSA with U S WEST to terminate the CSA pursuant to the terms of the CSA, including payment of any cancellation fees, before transferring service to CLEC.

6.2.3 U S WEST shall provide to CLEC Telecommunications Services for resale that are at least equal in quality and in substantially the same time and manner that U S WEST provides these services to others, including other Resellers and end users, and in accordance with any applicable Commission service quality standards.

6.2.4 In the event that there are existing agreements between CLEC and U S WEST for resale under U S WEST retail Tariff discounts, CLEC may elect to continue to obtain services for resale under the existing agreements and retail Tariff discounts, or CLEC may elect to terminate such existing agreements and obtain such services under this SGAT with the associated wholesale discount specified in Exhibit A of this SGAT.

6.2.5 CLEC will provide a three year forecast within ninety (90) calendar days of requesting service pursuant to this SGAT. The forecast shall be updated and provided to U S WEST on an annual basis or as requested by U S WEST. Each forecast will provide:

The date service will be offered (by city and/or state);
The type and quantity of service(s) which will be offered;
CLEC's anticipated number of service orders; and
Name of CLEC's key contact personnel.

The information provided pursuant to this paragraph shall be considered Proprietary Information under the Nondisclosure Section of this SGAT.

6.2.6 CLEC may not reserve blocks of U S WEST telephone numbers, except as allowed by Tariffs.

6.2.7 U S WEST will accept at no charge one primary listing for each main telephone number belonging to CLEC's end user based on end user information provided to U S WEST by CLEC. U S WEST will place CLEC's listings in U S WEST's directory listing database for directory assistance purposes. Additional terms and conditions with respect to directory listings are described in Sections 10.4, 10.5, 10.6 and 15 of this SGAT.

6.2.8 U S WEST shall provide to CLEC, for CLEC's end users, E911/911 call routing to the appropriate Public Safety Answering Point ("PSAP"). U S WEST shall not be responsible for any failure of CLEC to provide accurate end-user information for listings in any databases in which U S WEST is required to retain and/or maintain end-user information. U S WEST shall provide and validate CLEC's end user information to the ALI/DMS ("Automatic Location Identification/Database Management System"). U S WEST shall use its standard process to update and maintain, on the same schedule that it uses for its end users, CLEC's end user service information in the ALI/DMS used to support E911/911 services. U S WEST assumes no liability for the accuracy of information provided by CLEC.

6.2.9 If U S WEST provides and CLEC accepts operator services, directory assistance, and intraLATA long distance as a part of the resold line, it will be offered with standard U S WEST branding. CLEC is not permitted to alter the branding of these services in any manner when the services are a part of the resold line without the prior written approval of U S WEST. However, at the request of CLEC and where technically feasible, U S WEST will

rebrand operator services and directory assistance in CLEC's name, in accordance with terms and conditions outlined in Sections 10.5 and 10.7.

6.2.10 CLEC shall designate the Primary Interexchange Carrier (PIC) assignments on behalf of its end users for interLATA and intraLATA services.

6.2.11 When end users switch from U S WEST to CLEC, or to CLEC from any other Reseller and if they do not change their service address to an address served by a different central office, such end users shall be permitted to retain their current telephone numbers if they so desire. U S WEST shall take no action to prevent CLEC end users from retaining their current telephone numbers.

6.2.12 In the event U S WEST terminates the provisioning of any resold services to CLEC for any reason, including CLEC's non-payment of charges, CLEC shall be responsible for providing any and all necessary notice to its end users of the termination. In no case shall U S WEST be responsible for providing such notice to CLEC's end users. U S WEST will provide notice to CLEC of U S WEST's termination of a resold service on a timely basis consistent with Commission rules and notice requirements.

6.2.13 The underlying network provider of a resold service shall be entitled to receive, from the purchaser of Switched Access, the appropriate access charges pursuant to its then effective Switched Access Tariff.

6.3 Rates and Charges

6.3.1 The Telecommunications Services identified in Exhibit A are available for resale at the wholesale discount percentage shown in Exhibit A. This SGAT at Exhibit A incorporates the Wholesale Discount Rate for Arizona as ordered by the Commission in Docket Number U-3021-96-448 et al. If the Commission takes any action to adjust the rates contained herein, U S WEST will make a compliance filing to incorporate the adjusted rates into this SGAT. Upon the compliance filing by U S WEST, the parties will abide by the adjusted rates on a going-forward basis. The Telecommunications Services available for resale but excluded from the wholesale pricing arrangement in this SGAT are available at the retail Tariff rates.

6.3.2 The Customer Transfer Charges (CTC) as specified in Exhibit A apply when transferring services to CLEC.

6.3.3 A Subscriber Line Charge (SLC), or any subsequent federally mandated charge to end users, will continue to be paid by CLEC without discount for each local exchange line resold under this SGAT. All federal and state rules and regulations associated with SLC as found in the applicable Tariffs also apply.

6.3.4 CLEC will pay to U S WEST the PIC change charge without discount for CLEC end user changes of interexchange or intraLATA carriers. Any change in CLEC's end users' interexchange or intraLATA carrier must be requested by CLEC on behalf of its end user.

6.3.5 CLEC agrees to pay U S WEST when its end user activates any services or features that are billed on a per use or per activation basis subject to the applicable discount in Exhibit A as such may be amended pursuant to this Section (e.g., continuous redial, last call return, call back calling, call trace, etc.).

6.3.6 Miscellaneous charges, if applicable, will be consistent with charges for equivalent services ordered by U S WEST end users.

6.3.7 If the Commission orders additional services to be available for resale, U S WEST will revise Exhibit A to incorporate the services added by such order into this SGAT, effective on the date ordered by the Commission. If the Commission indicates those additional services must be available for resale at wholesale discount rates, those additional services will be added to this SGAT at the original SGAT wholesale discount rate. The Commission, through cost proceeding U-3021-96-448 et al., established wholesale discount rates and other resale charges to be made generally available to Resellers.

6.3.8 U S WEST shall have a reasonable time to implement system or other changes necessary to bill the Commission-ordered rates or charges.

6.3.9 If the resold services are purchased pursuant to Tariffs and the Tariff rates change, charges billed to CLEC for such services will be based upon the new Tariff rates less the applicable wholesale discount, if any, as agreed to herein or as established by Commission order and/or resale Tariff. The new rate will be effective upon the Tariff effective date.

6.4 Ordering Process

6.4.1 CLEC, or CLEC's agent, shall act as the single point of contact for its end users' service needs, including without limitation, sales, service design, order taking, provisioning, change orders, training, maintenance, trouble reports, repair, post-sale servicing, billing, collection and inquiry. CLEC shall inform its end users that they are end users of CLEC for resold services. CLEC's end users contacting U S WEST will be instructed to contact CLEC; however, nothing in this SGAT, except as provided below, shall be deemed to prohibit U S WEST from discussing its products and services with CLEC's end users who call U S WEST.

6.4.2 CLEC shall transmit to U S WEST all information necessary for the ordering (billing, listing and other information), installation, repair, maintenance and post-installation servicing according to U S WEST's standard procedures, as described in the U S WEST Interconnect & Resale Resource Guide available on U S WEST's Web site. Information shall be provided using U S WEST's designated Local Service Request (LSR) format which may include the LSR, end user and resale forms.

6.4.3 U S WEST will use the same performance standards and criteria for CLEC service orders as U S WEST provides itself. The process for CLEC service orders, provisioning, maintenance and repair are detailed in the Access to Operational Support Systems, Section 12 of this SGAT, and are applicable whether orders are submitted via OSS or FAX.

6.4.4 CLEC must send U S WEST complete and accurate end user listing information for Directory Assistance, Directory Listings, and 911 Emergency Services.

6.4.5 When U S WEST's end user or the end user's new service provider orders the discontinuance of the end user's existing service in anticipation of moving to another service provider, U S WEST will render its closing bill to the end user effective with the disconnection. If U S WEST is not the local service provider, U S WEST will issue a bill to CLEC for that

portion of the service provided to CLEC should CLEC's end user, a new service provider, or CLEC request service be discontinued to the end user. U S WEST will notify CLEC by FAX, OSS interface, or other agreed upon processes when an end user moves to another service provider. U S WEST will not provide CLEC with the name of the other Reseller or service provider selected by the end user.

6.4.6 CLEC shall provide U S WEST and U S WEST shall provide CLEC with points of contact for order entry, problem resolution and repair of the resold services. These points of contact will be identified for both CLEC and U S WEST in the event special attention is required on service request.

6.4.7 Prior to placing orders on behalf of the end user, CLEC shall be responsible for obtaining and have in its possession Proof of Authorization ("POA"), as set forth in Section 5.3 of this SGAT.

6.4.8 Due date intervals are established when service requests are made through the IMA and EDI interface. Intervals provided to CLEC shall be substantially the same as U S WEST provides itself.

6.5 Billing

6.5.1 U S WEST shall bill CLEC and CLEC shall be responsible for all applicable charges for the resold services as provided herein. CLEC shall also be responsible for all Tariffed charges and charges separately identified in this SGAT associated with services that CLEC resells to an end user under this SGAT.

6.5.2 U S WEST shall provide CLEC, on a monthly basis, within 7-10 calendar days of the last day of the most recent billing period, in an agreed upon standard electronic billing format as detailed in Section 12, billing information including (1) a summary bill, and (2) individual end user sub-account information consistent with the samples available for CLEC review.

6.5.3 U S WEST may discontinue processing orders for the failure by CLEC to make full payment for the resold services provided under this SGAT within thirty (30) calendar days of the due date on CLEC's bill.

6.5.4 U S WEST may disconnect for the failure by CLEC to make full payment for the resold services provided under this SGAT within sixty (60) calendar days of the due date on CLEC's bill. CLEC will pay the Tariff charge required to reconnect each end user line disconnected pursuant to this paragraph.

6.6 Maintenance and Repair

6.6.1 U S WEST will maintain facilities and equipment used to provide CLEC resold services. A CLEC or its end users may not rearrange, move, disconnect or attempt to repair U S WEST facilities or equipment, other than by connection or disconnection to any interface between U S WEST and the end user without the written consent of U S WEST.

6.6.2 Maintenance and repair procedures are detailed in Section 12. Access to telephone numbers and dialing parity are discussed in Sections 13 and 14 respectively.

6.6.3 CLEC and U S WEST will employ the procedures for handling misdirected repair calls as specified in the Maintenance and Repair Section of this SGAT.

Section 7.0 - INTERCONNECTION

7.1 Interconnection Facility Options

7.1.1 This Section describes the Interconnection of U S WEST's network and CLEC's own network for the purpose of exchanging EAS/Local traffic. U S WEST will provide Interconnection at the trunk side of an end office switch and on the trunk connection points of a local or access tandem switch. U S WEST will also provide interconnection at the line-side of a local switch (*i.e.*, local switching), central office cross-connection points, signal transfer points and points of access to unbundled network elements (*see* Section 9 of this SGAT).

"Interconnection" is as described in the Act and refers to the connection between networks for the purpose of transmission and routing of telephone exchange service traffic and exchange access traffic. Interconnection is provided for the purpose of connecting end office switches to end office switches or end office switches to local tandem switches for the exchange of EAS/Local traffic; or end office switches to access tandem switches for the exchange of intraLATA toll or jointly provided switched access traffic. Local tandem to local tandem switch connections will be provided where technically feasible. Local tandem to access tandem and access tandem to access tandem switch connections are not provided.

7.1.1.1 U S WEST will provide to CLEC interconnection at least equal in quality to that provided to itself, to any subsidiary, affiliate, or any other party to which it provides interconnection.

7.1.2 Methods of Interconnection

The parties will negotiate the facilities arrangement between their networks. CLEC shall establish a Point of Interconnection in each U S WEST local calling area where it does business. The following alternatives are negotiable: (1) a DS1 or DS3 entrance facility; (2) Collocation; (3) negotiated Mid-Span meet facilities; or (4) Hub location.

7.1.2.1 Entrance Facility. Interconnection may be accomplished through the provision of a DS1 or DS3 entrance facility. An entrance facility extends from the U S WEST Serving Wire Center to CLEC's switch location. Entrance facilities may not extend beyond the area served by the U S WEST Serving Wire Center. The rates for entrance facilities are provided in Exhibit A. U S WEST's Private Line Transport service is available as an alternative to entrance facilities, when CLEC uses such Private Line Transport service for multiple services.

7.1.2.2 Collocation. Interconnection may be accomplished through the Collocation arrangements offered by U S WEST. The terms and conditions under which Collocation will be available are described in Section 8 of this SGAT. When interconnection is provided through the Collocation provisions of Section 8 of this SGAT, the LIS ITP rate elements, as described in Exhibit A, will apply. The rates are defined at a DS1 and DS3 level.

7.1.2.3 Mid-Span Meet POI. A Mid-Span Meet POI is a negotiated Point of Interface, limited to the Interconnection of facilities between one Party's switch and the other Party's switch. The actual physical Point of Interface and facilities used will be subject to negotiations between the Parties. Each Party will be responsible for its

portion of the build to the Mid-Span Meet POI, if the meet point arrangement is used exclusively for the exchange of local traffic.

7.1.2.4 Hub Location. When CLEC locates its switch outside the local calling area, the Hub Location Point of Interface is available to establish CLEC's Point of Interface within the local calling area. The Hub Location Point of Interface, limited to use with Local Interconnection Service, may be established at a U S WEST Central Office at which multiplexing is performed.

7.1.2.5 The physical arrangement of a POI at a Hub location consists of a DS1 or DS3 Private Line Transport Service facility from CLEC's location (in another U S WEST local calling area) to the U S WEST Hub location, leased from U S WEST, and a Private Line Transport Service multiplexer at the Hub location, leased from U S WEST.

7.2 Exchange of Traffic

7.2.1 Description

7.2.1.1 This Section 7.2 addresses the exchange of traffic between CLEC's network and U S WEST's network. Where either Party acts as an IntraLATA Toll provider, each Party shall bill the other symmetrical rates using U S WEST's Tariffed Switched Access rates as a surrogate. Where either Party interconnects and delivers traffic to the other from third parties, each Party shall bill such third parties the appropriate charges pursuant to its respective Tariffs or contractual offerings for such third party terminations. The Parties will directly exchange traffic between their respective networks without the use of third party transit providers.

7.2.1.2 The traffic types to be exchanged under this SGAT include:

7.2.1.2.1 EAS/Local traffic as defined in this SGAT.

7.2.1.2.2 IntraLATA Toll traffic as defined in this SGAT.

7.2.1.2.3 Jointly provided Switched Access traffic as defined in Access Tariffs and referenced in this Section.

7.2.1.2.4 Transit traffic is any traffic that originates from one Telecommunications Carrier's network, transits another Telecommunications Carrier's network, and terminates to yet another Telecommunications Carrier's network.

7.2.1.2.5 Transit service is provided by U S WEST, as a local and access tandem provider, to CLEC to enable the completion of calls originated by or terminated to another Telecommunications Carrier (such as another CLEC, an existing LEC, or a wireless carrier), which is connected to U S WEST's local or access tandems. To the extent that CLEC's switch functions as a local or access tandem switch, as defined in this SGAT, CLEC may also provide transit service to U S WEST.

7.2.1.3 Ancillary traffic includes all traffic destined for ancillary services, or that may have special billing requirements, including, but not limited to, the following:

- 7.2.1.3.1 Directory Assistance;
- 7.2.1.3.2 911/E911;
- 7.2.1.3.3 Operator busy line interrupt and verify; and
- 7.2.1.3.4 Toll free services.

7.2.1.4 Ancillary services are addressed in Section 10 of this SGAT.

7.2.2 Terms and Conditions

7.2.2.1 Transport and Termination of Local Traffic.

7.2.2.1.1 EAS/Local traffic will be terminated as Local Interconnection Service (LIS).

7.2.2.1.2 As negotiated between the Parties, the transport of EAS/Local traffic may occur in several ways:

7.2.2.1.2.1 Two-way trunk groups will be established wherever possible; however, either Party may elect to provision its own one-way trunks for delivery of local traffic to be terminated on the other Party's network.

7.2.2.1.2.2 The Parties may elect to purchase transport services from each other or from a third party that has leased the Private Line Transport Service facility from U S WEST. Such transport delivers the originating Party's local traffic to the terminating Party's end office or local tandem for call termination. Transport may be purchased from U S WEST or CLEC as tandem routed (*i.e.*, tandem switching, tandem transmission and direct trunked transport) or direct routed (*i.e.*, direct trunked transport).

7.2.2.1.3 Based on forecasted or actual traffic at CLEC's busy hour in centum call seconds (CCS), where there is a DS1's worth of traffic (512 CCS) between CLEC's switch and a U S WEST end office, CLEC will order a dedicated (*i.e.*, direct) trunk group from CLEC POI directly to the U S WEST end office. To the extent that CLEC has established a collocation arrangement at a U S WEST end office location, and has available capacity, CLEC shall provide two-way direct trunk facilities, when required, from that end office to CLEC's switch. In all other cases, the direct facility may be provisioned by U S WEST or CLEC or a third party. If both CLEC and U S WEST desire to provision the facility and cannot otherwise agree, the Parties may agree to resolve the dispute through the submission of competitive bids.

7.2.2.1.4 LIS ordered to a local tandem will be provided as Direct Trunked Transport between the serving Wire Center of CLEC's POI and the local tandem.

Tandem transmission rates, as specified in Exhibit A of this SGAT, will apply to the transport provided from the local tandem to U S WEST's end office.

7.2.2.2 IntraLATA Toll Traffic

7.2.2.2.1 IntraLATA toll traffic shall be delivered to U S WEST at the intraLATA access tandem or via separate trunks to U S WEST's end office(s), as designated by CLEC.

7.2.2.3 Transit Traffic

7.2.2.3.1 U S WEST will accept traffic originated by CLEC for termination to another CLEC, existing LEC, IXC, or wireless carrier that is connected to U S WEST's local and/or access tandems. U S WEST will also terminate traffic from these other Telecommunications Carriers to CLEC.

7.2.2.3.2 To the extent technically feasible, the Parties involved in transporting transit traffic will deliver calls to each involved network with CCS/SS7 Protocol and the appropriate ISUP/TCAP messages to facilitate full interoperability and billing functions.

7.2.2.3.3 There are three types of transit traffic:

- a) Local transit: The originating company is responsible for payment of appropriate rates to the transit company and to the terminating company.
- b) IntraLATA Toll traffic: In the case of IntraLATA toll traffic, the originating toll provider is responsible for payment of appropriate rates to the transit company and to the terminating company. In the case of IntraLATA Toll traffic where U S WEST is the designated IntraLATA Toll provider for existing LECs, U S WEST will be responsible for payment of appropriate usage rates.
- c) Jointly Provided Switched Access: The Parties will use industry standards developed to handle the provision and billing of jointly provided switched access (MECAB, MECOD, and the Parties' FCC and state access Tariffs). Each Party will bill the IXC the appropriate portion of its Switched Access rates. U S WEST will also provide the one-time notification to CLEC of the billing name, billing address and carrier identification codes of the IXCs subtending any access tandems to which CLEC directly connects. This type of traffic is discussed separately in this Section.

7.2.2.4 Interface Code Availability. Supervisory signaling specifications, and the applicable network channel interface codes for LIS trunks, are the same as those used for Feature Group D Switched Access Service, as described in U S WEST's Switched Access Tariffs.

7.2.2.5 Switching Options.

7.2.2.5.1 SS7 Out of Band Signaling. SS7 Out of Band Signaling is available for LIS trunks. SS7 Out-of-Band Signaling must be requested on the order for the new LIS trunks. Common Channel Signaling Access Capability Service, as set forth in this SGAT, must be ordered by CLEC when SS7 Out-of-Band Signaling is requested on LIS trunks.

7.2.2.5.2 Clear Channel Capability. Clear Channel Capability (64CCC) permits 24 DS0-64 Kbps services or 1.536 Mbps of information on the 1.544 Mbps/s line rate. 64CCC is available for LIS trunks equipped with SS7 Out-of-Band Signaling. 64CCC must be requested on the order for the new LIS trunks. U S WEST will provide CLEC with a listing of U S WEST local tandems fully capable of routing 64CCC traffic through the U S WEST website: <http://www.uswest.com/disclosure>.

7.2.2.6 Measurement of terminating local Interconnection minutes begins when the terminating LIS entry switch receives answer supervision from the called end user's end office indicating the called end user has answered. The measurement of terminating call usage over LIS trunks ends when the terminating LIS entry switch receives disconnect supervision from either the called end user's end office, indicating the called end user has disconnected, or CLEC's Point of Interconnection, whichever is recognized first by the entry switch. This is commonly referred to as "conversation time."

7.2.2.7 LIS Forecasting

7.2.2.7.1 Both CLEC and U S WEST shall work in good faith to define a mutually agreed upon forecast of LIS trunking.

7.2.2.7.2 Both Parties shall have the obligation to participate in joint planning meetings at quarterly intervals to establish trunk design and provisioning requirements. The Parties agree to provide mutual trunk forecast information to ensure end user call completion between the Parties' networks. Such forecasts shall be for LIS trunking which impacts the switch capacity and facilities of each Party.

7.2.2.7.3 Switch growth jobs are custom jobs with a minimum six month timeframe from the vendors. To align with the timeframe needed to provide for the requested capacity, including engineering, ordering, installation and make ready activities, the Parties will utilize U S WEST standard forecast timelines, as defined in the standard U S WEST LIS Trunk Forecast Forms.

7.2.2.7.4 Each Party will utilize the Forecast cycle outlined on the U S WEST LIS Trunk Forecast Forms, which stipulates that forecasts be submitted on a quarterly basis. The forecast will identify trunking requirements for a three year period. From the quarterly close date as outlined in the forecast cycle, the receiving Party will have one month to determine network needs and place vendor orders which require a six month minimum to complete the network build. Seven months after submission of the forecast, the forecasting party may

begin to order against the facilities forecast for that quarter, given no vendor or other unavoidable delays. For ordering information see Section 7.2.4.

7.2.2.7.5 Both Parties will follow the forecasting and provisioning requirements of this SGAT for the appropriate sizing of trunks, and use of direct vs. local tandem routing. See Section 7.2.2.1.3.

7.2.2.7.6 In the event of a dispute regarding forecast quantities, the Parties will construct to the lower forecast, while attempting to resolve the matter informally. If the Parties fail to reach resolution, the Dispute Resolution provision of this Agreement shall apply.

7.2.2.7.7 Joint planning meetings will be used to bring clarity to the process. Each Party will provide adequate information associated with the U S WEST LIS Trunk Forecast Forms in addition to its forecasts. During the joint planning meetings, both Parties shall provide information on major network projects anticipated for the following year that may impact the other Party's forecast or Interconnection requirements. No later than two weeks prior to the joint planning meetings, the Parties shall exchange information to facilitate the planning process.

7.2.2.7.8 In addition to the above information, CLEC shall provide:

7.2.2.7.8.1 Completed U S WEST LIS Trunk Forecast Forms.

7.2.2.7.8.2 Any planned use of an alternate local tandem provider.

7.2.2.7.9 In addition to the above information, the following information will be available through the Local Exchange Routing Guide or the Interconnections (ICONN) Database. The LERG is available through Bellcore. ICONN is available through the U S WEST Web site located at <http://www.uswest.com/cgi-bin/iconn/iconn.pl>.

7.2.2.7.9.1 U S WEST Tandems and U S WEST end offices (LERG);

7.2.2.7.9.2 CLLI codes (LERG);

7.2.2.7.9.3 Business/Residence line counts; (ICONN)

7.2.2.7.9.4 Switch type (LERG or ICONN); and

7.2.2.7.9.5 Current and planned switch generics (ICONN).

7.2.2.7.10 U S WEST Network Disclosure of deployment information for specific technical capabilities (e.g., ISDN deployment, 64 CCC, etc.) shall be provided on U S WEST's web site, <http://www.uswest.com/disclosure>.

7.2.2.7.11 When appropriate, U S WEST will notify CLEC through the U S WEST Trunk Group Servicing Request (TGSR) process of the need to take action and place orders in accordance with the forecasted trunk requirements.

7.2.2.7.12 The following terms shall apply to the forecasting process:

- a) CLEC forecasts shall be provided as detailed in the standard LIS Trunk Forecast Form.
- b) Forecasts shall be deemed Confidential Information.

7.2.2.7.13 If a trunk group is consistently under 60% of centum call seconds (CCS) capacity each month of any three month period, CLEC will be provided written notification of the requirement to resize the trunk groups. Such notification shall include information on current utilization levels. If CLEC does not resize the trunk group within 30 days of the written notification, U S WEST may reclaim the facilities and charge CLEC a charge equal to one-half of the DS1/DS3 non-recurring rate described in Exhibit A. When reclamation does occur, the trunk group shall not be left with less than 25% excess capacity.

7.2.2.7.14 Each Party shall provide a specified point of contact for planning, forecasting and trunk servicing purposes.

7.2.2.7.15 Interconnection facilities provided on a route which involves extraordinary circumstances shall be subject to the Construction Charges, as detailed in Section 19 of this SGAT. U S WEST and CLEC may also choose to work in good faith to identify and locate alternative routes which can be used to accommodate CLEC forecasted build. Extraordinary circumstances include, but are not limited to, natural obstructions such as lakes, rivers, or steep terrain, and legal obstructions such as governmental, federal, Native American or private rights of way. Standard U S WEST forecast timeframes will not apply under these circumstances.

7.2.2.8 Trunking Requirements

7.2.2.8.1 The Parties will provide designed Interconnection facilities in accordance with current industry standards.

7.2.2.8.2 Separate trunk groups will be established based on billing, signaling, and network requirements. For example, (1) billing requirements - switched access vs. local traffic, (2) signaling requirements - MF vs. SS7, and (3) network requirements - directory assistance traffic to Operator Services tandems. The following is the current list of traffic types that require separate trunk groups, unless specifically otherwise stated in this SGAT.

- a) Combined IntraLATA Toll and Switched Access trunks;
- b) EAS/Local trunks;
- c) Directory Assistance trunks (where the switch type requires separation from Operator Services trunks);
- d) 911/E911 trunks;

- e) Operator services trunks (where the switch type requires separation from Directory Assistance trunks);
- f) Mass calling trunks, if applicable;
- g) Commercial Mobile Radio Service Wireless traffic for which CLEC serves as the transit provider for traffic between the CMRS provider and U S WEST;
- h) Transit IntraLATA toll; and
- i) Transit local.

7.2.2.8.3 Trunk group connections will be made at a DS1 or multiple DS1 level of exchange of EAS/Local, and IntraLATA Toll/Switched Access traffic. Ancillary service trunk groups may be made below a DS1 level, as negotiated.

7.2.2.8.4 The Parties will provide Common Channel Signaling (CCS) to one another in conjunction with all EAS/Local trunk circuits, except as provided below.

- a) The Parties will provision all trunking using SS7/CCS capabilities. Redundant MF signaling networks will not be provided unless specifically called for in this SGAT. Exceptions to this arrangement would be limited to operator services trunking, 911 trunking and any others currently available in the U S WEST network only on MF signaling. When the SS7/CCS option becomes available in the U S WEST network for said trunking, the Parties will provision new trunks using SS7. In addition, the Parties will jointly work to convert existing trunking to SS7, as appropriate. Procedures for establishing CCS connectivity can be found in Section 10.15 of this SGAT.
- b) When the Parties interconnect via CCS for jointly provided Switched Access Service, the tandem provider will provide MF/CCS interworking as required for Interconnection with Interexchange Carriers who use MF signaling.

7.2.2.8.5 The Parties shall terminate EAS/Local traffic exclusively on local tandems or end office switches. No EAS/local trunk groups shall be terminated on U S WEST's access tandems. In the complete absence of a local tandem, EAS/Local trunk groups will be established directly between CLEC and U S WEST end office switches.

7.2.2.8.6 The Parties agree to exchange local traffic in the same EAS/Local area as such traffic originated.

7.2.2.8.7 Alternate Traffic Routing. If CLEC has a LIS arrangement which provides two paths to a U S WEST end office (one route via a local tandem and one direct route), CLEC may elect to utilize alternate traffic routing. CLEC traffic will be offered first to the direct trunk group (also referred to as the "primary high"

route) and then overflow to the local tandem group (also referred to as the "alternate final" route) for completion to U S WEST end offices.

7.2.2.9 Testing

7.2.2.9.1 Acceptance Testing. At the time of installation of a LIS trunk group, and at no additional charge, the Parties will cooperatively test the same parameters tested for terminating Feature Group D Switched Access Service. See U S WEST's applicable Switched Access Tariff for the specifications.

7.2.2.9.2 Testing Capabilities

7.2.2.9.2.1 Terminating LIS testing is provided where equipment is available, with the following test lines: seven-digit access to balance (100 type), milliwatt (102 type), nonsynchronous or synchronous, automatic transmission measuring (105 type), data transmission (107 type), loop-around, short circuit, open circuit, and non-inverting digital loopback (108 type).

7.2.2.9.2.2 In addition to LIS acceptance testing, other tests are available (e.g., additional cooperative acceptance testing, automatic scheduled testing, cooperative scheduled testing, manual scheduled testing, and non-scheduled testing) at the applicable U S WEST Tariff rates. Testing fees will be paid by CLEC when requesting the testing.

7.2.2.10 Mileage Measurement. Where required, the mileage measurement for LIS facilities and trunks is determined in the same manner as the mileage measurement for V & H methodology as outlined in NECA Tariff No. 4.

7.3 Reciprocal Compensation

7.3.1 Interconnection Facility Options

The Reciprocal Compensation Provisions of this SGAT shall apply to the exchange of local traffic between CLEC's network and U S WEST's network. Where either Party acts as an IntraLATA Toll provider, each Party shall bill the other symmetrical rates using U S WEST's Tariffed Switched Access rates as a surrogate. Where either Party interconnects and delivers traffic to the other from third parties, each Party shall bill such third parties the appropriate charges pursuant to its respective Tariffs or contractual offerings for such third party terminations. Absent a separately negotiated agreement to the contrary, the Parties will directly exchange traffic between their respective networks without the use of third party transit providers.

7.3.1.1 Entrance Facilities

7.3.1.1.1 Recurring and nonrecurring rates for Entrance Facilities are specified in Exhibit A and will apply for those DS1 or DS3 facilities dedicated to use by LIS.

7.3.1.1.2 If CLEC chooses to use an existing facility purchased as Private Line Transport Service from the state or FCC Access Tariffs, the rates from those Tariffs will apply.

7.3.2 Direct Trunked Transport

7.3.2.1 Either Party may elect to provision one-way trunks to the other Party's end office for the termination of traffic.

7.3.2.2 Either Party may elect to purchase Direct Trunked Transport from the other Party.

7.3.2.2.1 Direct Trunked Transport (DTT) is available between the Serving Wire Center of the POI and the terminating Party's local tandem or end office switches. The applicable rates are described in Exhibit A. DTT facilities are provided as dedicated DS3 or DS1 facilities.

7.3.2.2.2 When DTT is provided to a local tandem for local traffic, or to an access tandem for toll traffic, the applicable DTT rate elements apply between the serving Wire Center and the tandem. Additional rate elements for delivery of traffic to the terminating end office are Tandem Switching and Tandem Transmission. These rates are described below.

7.3.2.2.3 Mileage shall be measured for DTT based on V&H coordinates between the serving Wire Center and the local/access tandem or end office.

7.3.2.2.4 Fixed Charges per DS1 or per DS3 and per mile charges are defined for DTT in Exhibit A of this SGAT.

7.3.2.3 If the Parties elect to establish two-way trunks, the compensation for such jointly used, shared facilities shall be adjusted pursuant to this paragraph. The provider of the DTT will always bill 100% of the charges for the facility to the other Party, who will in turn, bill the provider 50% of the DTT charges. Payments according to this 50/50 allocation of traffic will continue until either Party provides actual minutes of use data to substantiate a change in the allocation.

7.3.2.4 Multiplexing options (DS1/DS3 Mux) are available at rates described in Exhibit A.

7.3.3 Installation nonrecurring charges may be assessed by the provider for each LIS trunk ordered. U S WEST rates are specified in Exhibit A.

7.3.4 Local Traffic

7.3.4.1 End Office Call Termination

7.3.4.1.1 The Parties agree that per minute of use call termination rates as described in Exhibit A of this SGAT will apply reciprocally for the termination of EAS/Local traffic.

7.3.4.1.2 For local traffic terminated at a U S WEST or CLEC end office, the end office call termination rate in Exhibit A shall apply.

7.3.4.1.3 For purposes of call termination, the CLEC switch(es) shall be treated as end office switch(es), unless CLEC's switch(es) meet the definition of tandem switch in this SGAT.

7.3.4.1.4 For purposes of call termination, this SGAT recognizes the unique status of traffic originated by and terminated to enhanced service providers. These parties have historically been subject to an access charge exemption by the FCC which permits the use of Basic Exchange Telecommunications Service as a substitute for Switched Access Service.

7.3.4.1.5 Neither Party shall be responsible to the other for call termination charges associated with third party traffic that transits such Party's network.

7.3.4.2 Tandem Switched Transport

7.3.4.2.1 For traffic delivered through a U S WEST or CLEC local tandem switch (as defined in this SGAT), the tandem switching rate and the tandem transmission rate in Exhibit A shall apply per minute in addition to the end office call termination rate described above.

7.3.4.2.2 Mileage shall be measured for the tandem transmission rate elements based on V&H coordinates between the local tandem and terminating end office. If actual mileage cannot be measured, an assumed one mile will be used.

7.3.4.2.3 When CLEC terminates traffic to a U S WEST remote office, tandem transmission rates will be applied for the mileage between the U S WEST host office and the U S WEST remote office.

7.3.5 Miscellaneous Charges

7.3.5.1 Expedites for LIS trunk orders are allowed only on an exception basis with U S WEST executive approval within the same timeframes as U S WEST provides for other designed services. When expedites are approved, expedite charges will apply to LIS trunk orders based on rates, terms and conditions described in Exhibit A.

7.3.5.2 Construction charges are described in Exhibit A of this SGAT.

7.3.6 IntraLATA Toll Traffic. Applicable U S WEST Switched Access Tariff rates apply to IntraLATA toll traffic routed to an access tandem, or directly to an end office. Relevant rate elements could include Direct Trunk Transport, Tandem Switching, Tandem Transmission, Interconnection Charge, Local Switching, and Carrier Common Line, as appropriate.

7.3.7 Transit Traffic.

The following rates will apply:

7.3.7.1 Local Transit: The applicable LIS tandem switching and tandem transmission rates contained in Exhibit A of this SGAT, apply to the originating CLEC.

7.3.7.2 IntraLATA Toll Transit: The applicable U S WEST Tariffed Switched Access tandem switching and tandem transmission rates apply to the originating CLEC or existing LEC.

7.3.7.3. Jointly Provided Switched Access: The applicable Switched Access rates will be billed by the Parties to the IXC based on MECAB guidelines and their respective FCC and state access Tariffs.

7.3.8 U S WEST and CLEC are required to provide each other the proper signaling information (*e.g.*, originating call party number and destination call party number, etc.) to enable each Party to issue bills in a complete and timely fashion. All CCS signaling parameters will be provided including Calling Party Number (CPN), originating line information (OLI), calling party category, charge number, etc. All privacy indicators will be honored. If either Party fails to provide CPN, and cannot substantiate technical restrictions (*i.e.*, MF signaling) such traffic will be billed as Switched Access when unidentified messages are greater than 5% of total.

7.4 Ordering

7.4.1 When ordering LIS, the ordering Party shall specify on the Access Service Request: 1) the type and number of Interconnection facilities to terminate at the Point of Interconnection in the serving Wire Center; 2) the type of interoffice transport, (*i.e.*, Direct Trunked Transport or Tandem Transmission); 3) the number of trunks to be provisioned at a local exchange office or local tandem; and 4) any optional features. When the ordering Party requests facilities, routing, or optional features different than those determined to be available, the Parties will work cooperatively in determining an acceptable configuration, based on available facilities, equipment and routing plans.

7.4.2 When the ordering Party initially requests a DS3 Interconnection facility to a local tandem or local exchange office, the provider will forward the appropriate DS1 facility record information necessary to identify the circuit facility assignment. On subsequent requests utilizing existing DS3 Direct Trunked Transport facilities, the provider will assign the DS1 facility to the DS3 Direct Trunked Transport facility, as directed by the ordering Party.

7.4.3 A joint planning meeting will precede initial trunking orders. These meetings will result in the transmittal of Access Service Requests (ASRs) to initiate order activity. A Party requesting local tandem Interconnection will provide its best estimate of the traffic distribution to each end office subtending the local tandem.

7.4.4 Trunks will be ordered either to U S WEST's end offices directly or to U S WEST's local tandem for local traffic. Separate trunks will be ordered to U S WEST's access tandem only for intraLATA toll and jointly provided Switched Access traffic.

7.4.5 Service intervals and due dates for the initial establishment of trunking arrangements at each location of Interconnection between the Parties will be determined on an individual case basis.

7.4.6 Service intervals and due dates for the establishment of subsequent trunking arrangements for Interconnection between the Parties, will be in accordance with the guidelines for LIS contained in the Interconnect & Resale Resource Guide, available on U S WEST's Web site.

7.4.7 CLEC may cancel an order for LIS at any time prior to notification by U S WEST that service is available for CLEC's use. If CLEC is unable to accept LIS within 120 calendar days after the original service date, CLEC has the following options:

- a) The order for LIS will be canceled, and charges as set forth above will apply; or
- b) Billing for the service will commence.

In such instances, the cancellation date or the date billing is to commence, depending on which option is selected by CLEC, will be the 121st calendar day beyond the original service date of the order for LIS.

7.5 Jointly Provided Switched Access Services

7.5.1 Switched Access Service is defined and governed by the FCC and State Access Tariffs, MECAB and MECOD, and is not modified by any provisions of this SGAT. Both Parties agree to comply with such guidelines.

7.5.2 U S WEST will agree to function as the Access Service Coordinator (ASC) as defined in the Multiple Exchange Carrier Ordering and Design Guidelines (MECOD)(Technical Reference SR-TAP-000984). U S WEST will provide the operational, technical and administrative support required in the planning, provisioning and maintenance involved in the joint access provisioning process to the IXC's.

7.5.3 U S WEST and CLEC will each render a separate bill to the IXC, using the multiple bill, multiple tariff option.

Section 8.0 - COLLOCATION

8.1 Description

8.1.1 Collocation allows for the placing of transmission and cross-connection equipment owned by CLEC within U S WEST's Wire Center for the purpose of accessing unbundled network elements (UNEs), ancillary services, and Interconnection or other wholesale or retail services offered by U S WEST. Collocation includes the leasing to CLEC of physical space in a U S WEST Wire Center, as well as the use by CLEC of power; heating, ventilation and air conditioning (HVAC); and cabling in U S WEST's Wire Center. Collocation also allows CLECs to access InterConnection Distribution Frames (ICDF) for the purpose of accessing and combining unbundled network elements and ancillary services. There are four types of Collocation available pursuant to this SGAT – Virtual, Caged Physical, Cageless Physical, and InterConnection Distribution Frame Collocation.

8.1.1.1 Virtual Collocation -- A Virtual Collocation arrangement requires CLEC to purchase and deliver to U S WEST CLEC's own transmission and cross-connection equipment for U S WEST to install and maintain in U S WEST's Wire Center. CLEC does not have physical access to its equipment in the U S WEST Wire Center.

8.1.1.2 Caged Physical Collocation -- allows CLEC to lease caged floor space in 100 square foot increments, up to a maximum of 400 square feet, for placement of its transmission or cross-connection equipment within U S WEST's Wire Center. CLEC is responsible for the procurement, installation and on-going maintenance of its equipment as well as the cross connections required within the cage.

8.1.1.3 Cageless Physical Collocation -- is a non-caged area within a U S WEST Wire Center. Space will be made available in single frame bay increments. The minimum square footage is 9 square feet per bay. Space will be provided utilizing U S WEST standard equipment bay configurations in which CLEC can place and maintain its own equipment. CLEC is responsible for the procurement, installation and on-going maintenance of its equipment as well as the cross connections required within CLEC's leased collocation space.

8.1.1.4 InterConnection Distribution Frame Collocation (ICDF) -- is offered for the purpose of facilitating CLEC's combining of unbundled network elements and ancillary services. Under ICDF Collocation, a CLEC need not collocate either transmission equipment or cross-connection equipment in the U S WEST Wire Center. With ICDF Collocation, CLEC will have access to the U S WEST Wire Center and an InterConnection Distribution Frame (ICDF) to combine UNEs and ancillary services. The ICDF connects through tie cables to various points within the Wire Center (e.g., MDF, COSMIC or DSX, etc.) providing CLEC with access to UNEs and ancillary services.

8.1.1.4.1 The ICDF is a distribution frame shared by multiple providers. If CLEC desires a dedicated distribution frame for the purpose of facilitating CLEC's combination of UNEs and ancillary services, CLEC may do so through the placement of a CLEC-owned cross connection device collocated in the U S WEST Wire Center through either Caged or Cageless Physical Collocation.

8.2 Terms and Conditions

8.2.1 Terms and Conditions - All Collocation

8.2.1.1 With respect to any technical requirements or performance standards specified in this Section, U S WEST shall provide Collocation on rates, terms and conditions that are just, reasonable and nondiscriminatory.

8.2.1.2 CLEC will only collocate basic transmission or cross-connection equipment. CLEC must identify what transmission and cross connection equipment will be installed and the vendor technical specifications of such equipment so that U S WEST may verify the appropriate power, floor loading, heat release, environmental particulate level, HVAC, and tie cables to CLEC-provided cross-connection device.

8.2.1.3 **Demarcation Points for Unbundled Network Elements (UNEs) and Ancillary Services.** The demarcation point for unbundled network elements and ancillary services is that physical point where U S WEST shall terminate its unbundled network elements and ancillary services for access by CLEC. There are two standard demarcation points where unbundled network elements and ancillary services may be delivered to CLEC. CLEC shall specify its choice of standard demarcation points for its access to UNEs and ancillary services. One standard demarcation point is at a CLEC-provided cross connection equipment in CLEC's Physical or Virtual Collocation space. A second standard demarcation point is at an InterConnection Distribution Frame. Alternatively, the demarcation point may be established at a location jointly agreed to by CLEC and U S WEST. To the extent CLEC selects a demarcation point outside of its collocated space, such as an ICDF, CLEC shall be responsible for the tie cables from CLEC's collocated equipment to the demarcation point.

8.2.1.4 U S WEST will provide a connection between unbundled network elements and ancillary services and a demarcation point. Such connection is an Interconnection Tie Pair (ITP). The demarcation point shall be:

- a) at CLEC-provided cross-connection equipment located in the CLEC's Virtual or Physical Collocation Space; or
- b) if CLEC elects to use ICDF Collocation, at the InterConnection Distribution Frame (ICDF); or
- c) if CLEC elects to use an ICDF in association with Virtual or Physical Collocation, at the ICDF; or
- d) at another demarcation point mutually-agreed to by the parties.

8.2.1.5 CLEC may purchase U S WEST's finished Private Line or Switched Access services via applicable Tariff terms and conditions. These services will be terminated at the demarcation point.

8.2.1.6 For Caged and Cageless Physical Collocation and Virtual Collocation, CLEC must lease space for the placement of CLEC's transmission and cross-connection equipment within U S WEST's Central Office. U S WEST will provide the

structure that is necessary in support of Collocation including physical space, a cage (for Caged Physical Collocation), required cabling between equipment and other associated hardware.

8.2.1.7 All equipment placed shall meet NEBS standards and will be installed in accordance with U S WEST Technical Publications 77350, 77351, 77355, 77367, 77386 and 77390. U S WEST shall provide standard central office alarming pursuant to Technical Publication 77390.

8.2.1.8 Collocation is offered on a first-come, first-served basis. Requests for Collocation may be denied due to the lack of sufficient space in a U S WEST Central Office for placement of CLEC's equipment. If U S WEST determines that the amount of space requested by CLEC for Caged Physical Collocation is not available, but a lesser amount of space is available, that lesser amount of space will be offered to CLEC for Caged Physical Collocation. Alternatively, CLEC will be offered Cageless Physical Collocation (bay at a time), or Virtual Collocation as an alternative to Caged Physical Collocation. In the event the original collocation request is not available due to lack of sufficient space, CLEC will be required to submit a new order for the CLEC's preferred alternative collocation arrangement. In the event that U S WEST requires additional Central Office space in order to satisfy its own business needs, additional space will be taken into consideration for Collocation as well.

8.2.1.9 If a request for Collocation is denied due to a lack of space in a U S WEST Central Office, CLEC may request U S WEST to provide a cost quote for the reclamation of space and/or equipment. Quotes will be developed within sixty (60) business days including the estimated time frames for the work that is required in order to satisfy the Collocation request. CLEC has thirty (30) business days to accept the quote. If CLEC accepts the quote, work will begin on receipt of 50% of the quoted charges and proof of insurance, with the balance due on completion.

8.2.1.10 Cancellation of Collocation Request. CLEC may cancel a collocation request prior to the completion of the request by U S WEST by submitting a written request by certified mail to the U S WEST Account Manager. CLEC shall be responsible for payment of all costs incurred by U S WEST.

8.2.1.11 Reclamation may include grooming and space reclamation. Grooming is the moving of circuits from working equipment to other equipment with similar functionality for the purpose of providing space for Interconnection. Space reclamation is the recovery of administrative space that can be reconditioned for the placement of transmission equipment or cross-connection equipment for the purposes of collocation. Requests for reclamation or grooming shall be in accordance with the ordering provisions of Section 8.4.

8.2.1.12 All equipment and installation shall meet earthquake rating requirements.

8.2.1.13 U S WEST will review the security requirements and hours of access with CLEC. This will include issuing keys, ID cards, and explaining the access control processes, including but not limited to the requirement that all CLEC approved personnel are subject to trespass violations if outside of designated and approved areas or if found to be providing access to unauthorized individuals.

8.2.1.14 U S WEST shall provide access to existing eyewash stations, bathrooms, and drinking water within the Central Office on a twenty-four (24) hours per day, seven (7) days per week basis for CLEC personnel and its designated agents.

8.2.1.15 CLEC shall be restricted to corridors, stairways, and elevators that provide direct access to CLEC's space, or to the nearest restroom facility from CLEC's designated space, and such direct access will be outlined during CLEC's orientation meeting. Access shall not be permitted to any other portion of the building.

8.2.1.16 Nothing herein shall be construed to limit CLEC's ability to obtain more than one form of Collocation (*i.e.*, Virtual, Caged and Cageless Physical Collocation, or ICDF Collocation) in a single Central Office, provided space is available.

8.2.1.17 Conversions of the various Collocation arrangements (*e.g.*, virtual to physical) are available upon request and submission of a Quote Preparation Fee (QPF) by CLEC. CLEC must pay all associated conversion charges. Conversions shall be in accordance with U S WEST's standard Collocation provisioning processes. CLEC will submit separate service orders for rolling over CLEC's existing end user circuits to the new Collocation.

8.2.1.18 Termination of Collocation Arrangement. CLEC may terminate a completed collocation arrangement by submitting a written request via certified mail to the U S WEST Account Manager. U S WEST shall provide CLEC a quotation for the costs of removing CLEC's virtually collocated equipment, which will be paid by CLEC within 30 days of the removal of the equipment by U S WEST.

8.2.2 Terms and Conditions - Virtual Collocation

8.2.2.1 U S WEST is responsible for installing and maintaining Virtual Collocated equipment for the purpose of Interconnection or to access unbundled loops, ancillary and finished services.

8.2.2.2 CLEC will not have physical access to the Virtual Collocated equipment in the U S WEST Wire Center. However, CLEC will have physical access to the demarcation point in the U S WEST wire center.

8.2.2.3 CLEC will be responsible for obtaining and providing to U S WEST administrative codes (*e.g.*, common language codes) for all equipment provided by CLEC and installed in Wire Center buildings.

8.2.2.4 CLEC shall ensure that upon receipt of CLEC's Virtual Collocated equipment by U S WEST, all warranties and access to ongoing technical support are passed through to U S WEST at CLEC's expense. CLEC shall advise the manufacturer and seller of the virtually collocated equipment that CLEC's equipment will be possessed, installed and maintained by U S WEST.

8.2.2.5 CLEC's virtual collocated equipment must comply with the Bellcore Network Equipment Building System (NEBS) Generic Equipment Requirements TR-NWT-000063, U S WEST Wire Center environmental and transmission standards and

any statutory (local, state or federal) and/or regulatory requirements in effect at the time of equipment installation or that subsequently become effective. CLEC shall provide U S WEST interface specifications (*e.g.*, electrical, functional, physical and software) of CLEC's virtual collocated equipment.

8.2.2.6 CLEC must specify all software options and associated plug-ins for its virtually collocated equipment.

8.2.2.7 CLEC will be responsible for payment of U S WEST Direct Training Charges associated with training U S WEST employees for the maintenance, operation and installation of CLEC's Virtual Collocated equipment when such equipment is different than the standard equipment used by U S WEST in that Central Office. This includes per diem charges (*i.e.*, expenses based upon effective U S WEST labor agreements), travel and lodging incurred by U S WEST employees attending a vendor-provided training course.

8.2.2.8 CLEC will be responsible for payment of charges incurred in the maintenance and/or repair of CLEC's virtual collocated equipment.

8.2.3 Terms and Conditions - Caged and Cageless Physical Collocation

8.2.3.1 U S WEST shall provide Caged and Cageless Physical Collocation to CLEC for access to UNEs and ancillary services and Interconnection, except that U S WEST may provide Virtual Collocation if U S WEST demonstrates to the Commission that Physical Collocation is not practical for technical reasons or because of space limitations, as provided in Section 251(c)(6) of the Act.

8.2.3.2 Physical Collocation is offered in Wire Centers on a space-available, first come, first-served basis.

8.2.3.3 The minimum standard leasable amount of floor space for Caged Physical Collocation is 100 square feet and the maximum is 400 square feet. Requests greater than 400 square feet may be submitted through the Bona Fide Request process. CLEC must efficiently use the leased space; no more than 50% of the floor space may be used for storage cabinets and work surfaces.

8.2.3.4 U S WEST will design the floor space within each Wire Center that will constitute CLEC's leased space. CLEC will, in accordance with the other terms and conditions of this section, have access to its leased space.

8.2.3.5 When U S WEST constructs the Collocated space, U S WEST will ensure that the necessary construction work (*e.g.*, racking, ducting and caging for Caged Physical Collocation) is performed pursuant to Technical Publication 77350, including all construction of CLEC's leased physical space and the riser from the vault to the leased physical space.

8.2.3.6 CLEC owns and is responsible for the installation, maintenance and repair of its transmission equipment located within the physically collocated space leased from U S WEST.

8.2.3.7 CLEC must use leased space promptly and may not warehouse space for later use or sublease to another CLEC.

8.2.3.8 Upon completion of the construction of the Collocation project, U S WEST will work cooperatively with CLEC in matters of joint testing and maintenance.

8.2.3.9 If, during installation, U S WEST determines CLEC activities or equipment do not comply with the NEBS standards listed in this Section or are otherwise unsafe, non-standard or in violation of any applicable laws or regulations, U S WEST has the right to stop all Collocation work until the situation is remedied. If such conditions pose an immediate threat to the safety of U S WEST employees, interfere with the performance of U S WEST's service obligations, or pose an immediate threat to the physical integrity of the conduit system, cable facilities or other equipment in the Central Office, U S WEST may perform such work and/or take action as is necessary to correct the condition at CLEC's expense.

8.2.3.10 All equipment placed will be subject to random audits conducted by U S WEST. These audits will determine whether the equipment meets the standards required by this SGAT. CLEC will be notified of the results of this audit. If, at any time, pursuant to a random audit or otherwise, U S WEST determines that the equipment or the installation does not meet U S WEST technical requirements, CLEC will be responsible for the costs associated with the removal, modification to, or installation of the equipment to bring it into compliance. If CLEC fails to correct any non-compliance within fifteen (15) calendar days of written notice of non-compliance, U S WEST may have the equipment removed or the condition corrected at CLEC's expense.

8.2.3.11 U S WEST shall provide basic telephone service with a connection jack at the request of CLEC for Caged or Cageless Physical Collocated space. Upon CLEC's request, this service shall be available per standard U S WEST business service provisioning processes.

8.2.3.12 For Caged Physical Collocation, CLEC's leased floor space will be separated from other CLECs and U S WEST space through a cage enclosure. U S WEST will construct the cage enclosure or CLEC may choose from U S WEST approved contractors to construct the cage in accordance with the technical publications listed below. All CLEC equipment placed will meet NEBS standards, will be installed in accordance with U S WEST Technical Publications 77390 and 77367, and will comply with any local, state, or federal regulatory requirements in effect at the time of equipment installation or that subsequently become effective. These two Technical Publications must be in the possession of CLEC and its agents at the site during all work activities.

8.2.3.13 For Cageless Physical Collocation, the minimum square footage is 9 square feet per bay. Requests for multiple bay space will be provided in adjacent bays where possible. When contiguous space is not available, bays may be commingled with other CLECs' equipment bays. CLEC may request, through the U S WEST Space Reclamation Policy, a price quote to rearrange U S WEST equipment to provide CLEC with adjacent space.

8.2.4 Transmission Facility Access to Collocation Space

8.2.4.1 CLEC is responsible for providing its own fiber facilities to the Collocation Point of Interconnection (C-POI) outside U S WEST's Central Office. U S WEST will extend the fiber cable from the C-POI to a Fiber Distribution Panel (FDP). Additional fiber, conduit and associated riser structure will then be provided by U S WEST from the FDP to continue the run to CLEC's leased collocation space (Caged or Cageless Physical Collocation) or CLEC's transmission equipment (Virtual Collocation). The U S WEST provided facility from the C-POI to the leased collocation space (Physical Collocation) or CLEC-transmission equipment (Virtual Collocation) shall be considered the Collocation Fiber Entrance Facility.

8.2.4.2 For Virtual or Physical Collocation, CLEC may select from three optional methods for facility access to its collocation space. They include: 1) fiber entrance facilities, 2) purchasing private line or access services, and 3) unbundled network elements.

8.2.4.3 **Collocation Fiber Entrance Facilities.** U S WEST offers three Fiber Collocation Entrance Facility options – Standard Fiber Entrance Facility, Cross-Connect Fiber Entrance Facility, and Express Fiber Entrance Facilities. These options apply to Caged and Cageless Physical Collocation and Virtual Collocation. Fiber Entrance Facilities provide the connectivity between CLEC's collocated equipment within the U S WEST central office and a C-POI outside the central office where CLEC shall terminate its fiber-optic facility.

8.2.4.3.1 **Standard Fiber Entrance Facility** -- The standard fiber entrance facility provides fiber connectivity between CLEC's fiber facilities delivered to the C-POI and CLEC's collocation space in increments of 12 fibers. CLEC's fiber cable is spliced into a U S WEST-provided shared fiber entrance cable that consists of six buffer tubes containing 12 fibers each for a 72 fiber cable. The 72 fiber cable shall be terminated on a Fiber Distribution Panel (FDP). A 12 fiber interconnection cable is placed between CLEC's collocation space and the FDP. The FDP provides U S WEST with test access and a connection point between the transport fiber and CLEC's interconnection cable.

8.2.4.3.2 **Cross-connect Fiber Entrance Facility** -- The cross-connect fiber entrance facility provides fiber connectivity between CLEC's fiber facilities delivered to a C-POI and multiple locations within the U S WEST wire center. CLEC's fiber cable is spliced into a U S WEST provided shared fiber entrance cable in 12 fiber increments. The U S WEST fiber cable consists of six buffer tubes containing 12 fibers each for a 72 fiber cable. The 72 fiber cable terminates in a fiber distribution panel. This fiber distribution panel provides test access and flexibility for cross connection to a second fiber distribution panel. Fiber interconnection cables in 4 and 12 fiber options connect the second fiber distribution panel and equipment locations in the wire center. This option has the ability to serve multiple locations or pieces of equipment within the office. This option provides maximum flexibility in distributing fibers within the central office and readily supports Virtual and Cageless Physical Collocation and multiple CLEC locations in the office. This option also supports transitions from one form of collocation to another.

8.2.4.3.3 Express Fiber Entrance Facility -- U S WEST will place a CLEC-provided fiber cable from the C-POI directly to CLEC's collocation space. The fiber cable placed in the wire center must meet fire rating requirements. This option will not be available if there is less than one full sized conduit (for emergency restoration) and 2 innerducts (one for emergency restoral and one for a shared entrance cable).

8.2.4.4 U S WEST will designate the location of the C-POI for Virtual, Caged Physical or Cageless Physical Collocation arrangements.

8.2.4.5 The Collocation entrance facility is assumed to be fiber optic cable and meets industry standards (GR. 20 Core). Metallic sheath cable is not considered a standard Collocation entrance facility. Requests for non-standard entrances will be considered on an individual case basis including an evaluation of the feasibility of the request. All costs and provisioning intervals for non-standard entrances will be developed on an individual case basis.

8.2.4.6 Dual entry into a U S WEST Wire Center will be provided only when two entry points pre-exist and duct space is available. U S WEST will not initiate construction of a second, separate Collocation entrance facility solely for Collocation. If U S WEST requires a Collocation entrance facility for its own use, then the needs of CLEC will also be taken into consideration.

8.2.4.7 As an alternative to the Fiber Entrance Facilities described above, CLEC may purchase U S WEST tariffed or cataloged Private Line or Switched Access services between its wire center and its collocation space in a U S WEST wire center.

8.2.4.8 As an alternative to the Fiber Entrance Facilities described above, CLEC may purchase unbundled dedicated interoffice transport between CLEC's wire center and CLEC's collocation space in the U S WEST serving wire center.

8.2.5 Terms and Conditions – ICDF Collocation

8.2.5.1 InterConnection Distribution Frame (ICDF) Collocation is available for CLECs who have not obtained Caged or Cageless Physical Collocation, but who require access to the U S WEST Wire Center for combining unbundled network elements and ancillary services. ICDF Collocation provides CLECs with access to the InterConnection Distribution Frame, where U S WEST will terminate the unbundled network elements and ancillary services ordered by CLEC. CLEC may combine one UNE to another UNE or ancillary service by running a jumper on the ICDF. CLEC access to the ICDF will be on the same terms and conditions described for other types of Collocation in this Section.

8.2.5.2 All U S WEST terminations on the InterConnection Distribution Frame will be given a frame address. U S WEST will establish and maintain frame address records for U S WEST terminations. U S WEST will maintain assignment records for each unbundled network element and ancillary service ordered by CLEC that is terminated on the InterConnection Distribution Frame. U S WEST will provide CLEC

with the frame assignments for each unbundled network element and ancillary service terminated on the ICDF.

8.2.5.3 CLEC will be required to place the jumper connection between frame addresses to connect unbundled loops, ancillary and finished services. CLEC will be required to maintain the records for CLEC-provided jumpers.

8.2.5.4 To the extent that CLEC's requested use of the InterConnection Distribution Frame results in U S WEST incurring building or frame additions other than the ICDF, construction charges will apply.

8.3 Rate Elements

Rate elements for collocation are included in Exhibit A.

8.3.1 Rate Elements - Caged and Cageless Physical and Virtual Collocation

8.3.1.1 U S WEST will recover Collocation costs through both recurring and nonrecurring charges. The charges are determined by the scope of work to be performed based on the information provided by CLEC on the Collocation Order Form. A quote is then developed by U S WEST for the work to be performed.

8.3.1.2 The following elements as specified in Exhibit A of this SGAT are used to develop a price quotation in support of Collocation:

8.3.1.3 Quote Preparation Fee. A non-refundable charge for the work required to verify space and develop a price quote for the total costs to CLEC for its Collocation request.

8.3.1.4 Collocation Entrance Facility Charge. Provides for the fiber optic cable (in increments of 12 fibers) from the C-POI utilizing U S WEST owned, conventional single mode type of fiber optic cable to the collocated equipment (for Virtual Collocation) or to the leased space (for Caged or Cageless Physical Collocation). The Collocation entrance facility includes riser, fiber placement, entrance closure, conduit/innerduct, and core drilling. Charges apply per fiber pair.

8.3.1.5 Cable Splicing Charge. Represents the labor and equipment to perform a subsequent splice to CLEC provided fiber optic cable after the initial installation splice. Includes per-setup and per-fiber-spliced rate elements.

8.3.1.6 -48 Volt DC Power Charge. Provides -48 volt DC power to CLEC collocated equipment. Charged on a per ampere basis.

8.3.1.7 -48 Volt DC Power Cable Charge. Provides for the transmission of -48 volt DC power to the collocated equipment. It includes engineering, furnishing and installing the main distribution bay power breaker, associated power cable, cable rack and local power bay to the closest power distribution bay. It also includes the power cable (feeders) A and B from the local power distribution bay to the leased physical space (for Caged or Cageless Physical Collocation) or to the collocated equipment (for Virtual Collocation). It is charged per A and B feeder.

8.3.1.8 Inspector Labor Charge. Provides for U S WEST qualified personnel, acting as an inspector, when CLEC requires access to the C-POI after the initial installation. A call-out of an inspector after business hours is subject to a minimum charge of four hours. The minimum call-out charge shall apply when no other employee is present in the location, and an 'off-shift' U S WEST employee (or contract employee) is required to go 'on-shift' on behalf of CLEC.

8.3.1.9 Channel Regeneration Charge. Required when the distance from the leased physical space (for Caged or Cageless Physical Collocation) or from the collocated equipment (for Virtual Collocation) to the U S WEST network is of sufficient length to require regeneration.

8.3.1.10 Interconnection Tie Pairs (ITP) are described in Section 9, and apply for each unbundled network element, ancillary service or Interconnection service delivered to CLEC. The ITP provides the connection between the unbundled network element, ancillary service or Interconnection service and the demarcation point.

8.3.1.11 Collocation Cable Racking. Applies in the event CLEC selects a demarcation point for unbundled network elements or ancillary services outside of its caged or cageless physical collocation space, such as the InterConnection Distribution Frame. This charge provides for cable racking required for placement of CLEC-provided tie cables from its collocated equipment to the ICDF or another mutually agreed to demarcation point.

8.3.1.12 Collocation Grounding Charge. A charge associated with providing grounding for CLEC's cage enclosure and equipment. Recurring and nonrecurring charges are assessed per foot to CLEC's cage enclosure or common space where required.

8.3.1.13 Heating and Air Conditioning Charge. Environmental temperature control required for proper operation of electronic telecommunications equipment.

8.3.1.14 Security Charge. The keys/card readers and cameras as may be required for CLEC access to the U S WEST Central Office for the purpose of Collocation. Charges are assessed per CLEC employee, per each U S WEST Central Office to which access is required.

8.3.2 Rate Elements - Virtual Collocation

The following rate elements, as specified in Exhibit A, apply uniquely to Virtual Collocation.

8.3.2.1 Maintenance Labor. Provides for the labor necessary for repair of out of service and/or service-affecting conditions and preventative maintenance of CLEC virtually collocated equipment. CLEC is responsible for ordering maintenance spares. U S WEST will perform maintenance and/or repair work upon receipt of the replacement maintenance spare and/or equipment from CLEC. A call-out of a maintenance technician after business hours is subject to a minimum charge of four hours.

8.3.2.2 Training Labor. Provides for the training of U S WEST personnel on a metropolitan service area basis provided by the vendor of the CLEC's virtually collocated equipment when that equipment is different from U S WEST-provided equipment. U S WEST will require three U S WEST employees to be trained per metropolitan service area in which CLEC's virtually collocated equipment is located. If, by an act of U S WEST, trained employees are relocated, retired, or are no longer available, U S WEST will not require CLEC to provide training for additional U S WEST employees for the same virtually collocated equipment in the same metropolitan area. The amount of training billed to CLEC will be reduced by half, should a second CLEC in the same metropolitan area select the same virtually collocated equipment as CLEC.

8.3.2.3 Equipment Bay. Provides mounting space for CLEC virtually collocated equipment. Each bay includes the 7 foot bay, its installation, and all necessary environmental supports. Mounting space on the bay, including space for the fuse panel and air gaps necessary for heat dissipation, is limited to 78 inches. The monthly rate is applied per shelf.

8.3.2.4 Engineering Labor. Provides the planning and engineering of CLEC virtually collocated equipment at the time of installation, change or removal.

8.3.2.5 Installation Labor. Provides for the installation, change or removal of CLEC virtually collocated equipment.

8.3.2.6 Grounding Charge. Used to connect the Central Office common ground to CLEC's equipment.

8.3.3 Rate Elements - Physical Collocation

8.3.3.1 Cage Enclosure. Applies to Caged Physical Collocation only. The Cage Enclosure element includes the material and labor to construct the enclosure. CLEC may choose from U S WEST approved contractors to construct the cage, in accordance with U S WEST's installation Technical Publication 77350. It includes a nine foot high cage enclosure available in increments of 100, 200, 300 or 400 square feet, air conditioning (to support CLEC loads specified), lighting (not to exceed 2 watts per square foot), and convenience outlets (3 per cage or number required by building code). Pricing for the Cage Enclosure is described in Exhibit A.

8.3.3.2 Floor Space Lease. Provides the monthly lease for the leased physical space, property taxes and base operating cost without -48 volt DC power. Includes convenience 110 AC, 15 amp electrical outlets provided in accordance with local codes and may not be used to power transmission equipment or -48 volt DC power generating equipment. Also includes maintenance for the leased space; provides for the preventative maintenance (climate controls, filters, fire and life systems and alarms, mechanical systems, standard HVAC); biweekly housekeeping services (sweeping, spot cleaning, trash removal) of U S WEST Wire Center areas surrounding the leased physical space and general repair and maintenance. The Floor Space Lease includes required aisle space on each side of the cage enclosure, as applicable.

8.3.3.3 AC Power Charge. Standard AC outlet used by CLEC for the purpose of powering test equipment, tools, etc.

8.3.3.4 Grounding Charge. Used to connect the Central Office common ground to CLEC's equipment.

8.3.4 Rate Elements - ICDF Collocation

8.3.4.1 The charges for ICDF Collocation are the non-recurring and recurring charges associated with the unbundled network elements or ancillary services ordered by CLEC, the cost of extending the unbundled network elements or ancillary services to the demarcation point, which are recovered through the ITP charges described in Section 9, and the Security charge, described in the following paragraph.

8.3.4.2 Security Charge. The keys/card readers and cameras as may be required for CLEC access to the U S WEST Central Office for the purpose of accessing the InterConnection Distribution Frame. Charges are assessed per CLEC employee, per each U S WEST Central Office to which access is required.

8.4 Ordering

8.4.1 Ordering - All Collocation

8.4.1.1 CLEC must complete the requirements in Section 3.1 of this SGAT before submitting a Collocation Order Form and Quote Preparation Fee (QPF) to U S WEST.

8.4.1.2 Any changes, modifications or additional engineering requested by CLEC, subsequent to its initial order, as to the type and quantity of equipment or other aspects of the original Collocation request, must be submitted with a subsequent QPF and Collocation Order Form. Such requests will either be implemented with the original request or worked as a subsequent construction activity, dependent upon the time of submission; *e.g.*, feasibility, quotation, or after down payment.

8.4.2 Ordering - Virtual Collocation

8.4.2.1 Upon receipt of a Collocation Order Form and QPF, U S WEST will perform a feasibility study to determine if adequate space can be found for the placement of CLEC's equipment within the Central Office. The feasibility study will be completed within seven (7) calendar days of receipt of the QPF. If space is available, U S WEST will develop a price quotation within thirty five (35) calendar days of completion of the feasibility study. Subsequent requests to augment an existing Collocation also require receipt of an Order Form and QPF. Adding plug-ins, *e.g.*, DS1 or DS3 cards to existing Virtually Collocated equipment, will be processed within ten business days.

8.4.2.2 Virtual Collocation price quotes will be honored for thirty (30) calendar days from the date the quote is provided. During this period the Collocation entrance facility and space is reserved pending CLEC's approval of the quoted charges. If CLEC agrees to terms as stated in the Collocation Price Quote, CLEC must respond within 30 calendar days with a signed quote, a down payment check for 50% down of the quoted charges and proof of insurance. Under normal conditions, U S WEST will complete the

installation within ninety (90) calendar days from receipt of CLEC's equipment. Any portions that cannot be completed within ninety (90) calendar days will be negotiated with CLEC on an individual case basis. The installation of line cards and other minor modifications shall be performed by U S WEST on shorter intervals and in no instance shall any such interval exceed thirty (30) calendar days. Final Payment is due upon completion.

8.4.3 Ordering - Caged and Cageless Physical Collocation

8.4.3.1 Upon receipt of a Collocation Order Form and QPF, U S WEST will perform a feasibility study to determine if adequate space can be found for the placement of CLEC's equipment within the Central Office. The feasibility study will be provided within twenty-one (21) calendar days from date of receipt of the QPF. If Collocation entrance facilities and office space are found to be available, U S WEST will develop a quote for the supporting structure within thirty-five (35) calendar days of providing the feasibility study. Physical Collocation price quotes will be honored for thirty (30) calendar days from the date the quote is provided. Upon receipt of the signed quote, 50% down and proof of insurance, space will be reserved and construction by U S WEST will begin. The leased space (including the cage for Caged Physical Collocation) will be available to CLEC for placement of its equipment within ninety (90) calendar days of receipt of the 50% down payment. Depending on specific Wire Center conditions, shorter intervals may be available. Final payment is due upon completion of work.

8.4.3.2 Due to variables in equipment availability and scope of the work to be performed, additional time may be required for implementation of the structure required to support the Collocation request. Examples of structure that may not be completed within ninety (90) calendar days may include additional time for placement of a C-POI and DC power upgrades required to meet CLEC's Collocation request.

8.4.3.3 The intervals in Section 8.4.3.1 above apply to a maximum of five (5) collocation orders per CLEC per week. If six (6) or more collocation orders are required by CLEC in a one-week period, intervals shall be individually negotiated.

8.4.4 Ordering - InterConnection Distribution Frame Collocation

8.4.4.1 CLEC shall submit an ICDF Collocation Order Form to U S WEST. The ICDF Collocation Order Form shall include a CLEC-provided eighteen (18) month forecast of demand, by DS0, DS1 and DS3 capacities, that will be terminated on the InterConnection Distribution Frame by U S WEST on behalf of CLEC. Such forecasts shall be used by U S WEST to determine the sizing of required tie cables and the terminations on each InterConnection Distribution Frame as well as the various other frames within the U S WEST Central Office.

8.4.4.2 Upon receipt of an ICDF Collocation Order Form, U S WEST will verify if ICDF Collocation capacity is available within a requested Central Office. Verification of ICDF capacity will be completed within seven (7) calendar days. In those Central Offices where ICDFs have not been previously placed, U S WEST will make ICDFs available within ninety (90) calendar days of verification.

8.4.4.3 When ordering UNEs or ancillary services to be terminated on the Interconnection Distribution Frame, each UNE or ancillary service is ordered separately, using the existing ordering forms and intervals for the specific UNE or ancillary service.

8.5 Billing

8.5.1 Billing - All Collocation

8.5.1.1 Upon completion of the Collocation construction activities and payment of the remaining nonrecurring balance, U S WEST will provide CLEC a completion package that will initiate the recurring Collocation charges. Once this completion package has been signed by CLEC and U S WEST, CLEC may begin submitting service order requests for U S WEST transport services and/or UNEs or ancillary services.

8.5.1.2 In the event U S WEST has completed all associated construction activities and CLEC has not completed its associated activities (*e.g.*, delivering fiber to the C-POI, providing tie cables for connecting to the InterConnection Distribution Frame), CLEC will provide written confirmation of its anticipated completion dates. Upon receipt of this notification, U S WEST will double the implementation interval for CLEC to complete its remaining activities. At the end of such extended interval, U S WEST will begin billing for all monthly collocation charges. When CLEC is ready to complete its activities, final test and turn-up will be performed under the maintenance and repair process contained herein.

8.5.2 Billing - Virtual Collocation

8.5.2.1 Virtual Collocation will be considered complete when the C-POI has been constructed, the shared fiber Collocation entrance facility has been provisioned, and the collocated equipment has been installed. Cooperative testing between CLEC and U S WEST may be negotiated and performed to ensure continuity and acceptable transmission parameters in the facility and equipment.

8.5.3 Billing - Caged and Cageless Physical Collocation

8.5.3.1 Upon completion of the construction activities and payment of the remaining nonrecurring charge, U S WEST will turn over access to the space and provide security access to the Wire Center. CLEC will sign off on the completion of the physical space via the Caged or Cageless Physical Collocation completion package, which shall activate the monthly billing for leased space. CLEC may then proceed with the installation of its equipment in the Collocation space. Once CLEC's equipment has been installed and tie cables have been terminated on CLEC-provided cross connection equipment, U S WEST will complete all remaining work activities. A second completion package will be provided for CLEC's approval of the project. This completion package will initiate the recurring collocation charges associated with the remaining recurring charges (*e.g.*, Collocation Entrance Facility, DC Power, etc.)

8.6 Maintenance and Repair

8.6.1 Virtual Collocation

8.6.1.1 Maintenance Labor, Inspector Labor, Engineering Labor and Equipment Labor business hours are considered to be Monday through Friday, 8:00 am to 5:00pm (local time) and after business hours are after 5:00pm and before 8:00 am (local time), Monday through Friday, all day Saturday, Sunday and holidays.

8.6.1.2 Installation and maintenance of CLEC's virtually collocated equipment will be performed by U S WEST or a U S WEST authorized vendor.

8.6.1.3 Upon failure of CLEC's virtually collocated equipment, CLEC is responsible for transportation and delivery of maintenance spares to U S WEST at the Wire Center housing the failed equipment. CLEC is responsible for purchasing and maintaining a supply of spares.

8.6.2 Caged and Cageless Physical Collocation

8.6.2.1 CLEC is responsible for the maintenance and repair of its equipment located within CLEC's leased space.

8.6.3 InterConnection Distribution Frame

8.6.3.1 CLEC is responsible for block and jumper maintenance at the InterConnection Distribution Frame and using correct procedures to dress and terminate jumpers on the ICDF, including using fanning strips, retaining rings, and having jumper wire on hand, as needed. Additionally, CLEC is required to provide its own tools for such operations.

Section 9.0 - UNBUNDLED LOOPS

9.1 General Terms

9.1.1 U S WEST shall provide non-discriminatory access to unbundled network elements on rates, terms and conditions that are nondiscriminatory, just and reasonable. U S WEST shall provide to CLEC on a nondiscriminatory basis unbundled network elements of substantially the same quality as the network facilities that U S WEST uses to provide service to its own customers within a reasonable timeframe and with a minimum of service disruption.

9.1.2 CLEC shall not use unbundled network elements or ancillary services as substitutes for special or switched access services, except to the extent CLEC provides such services to its end users in association with local exchange services.

9.1.3 U S WEST will provide a connection between unbundled network elements and a demarcation point. Such connection is an Interconnection Tie Pair (ITP). The demarcation point shall be:

- a) at CLEC-provided cross-connection equipment located in the CLEC's Virtual or Physical Collocation Space; or
- b) if CLEC elects to use ICDF Collocation, at the InterConnection Distribution Frame (ICDF); or
- c) if CLEC elects to use an ICDF in association with Virtual or Physical Collocation, at the ICDF; or
- d) at another demarcation point mutually-agreed to by the parties.

9.1.4 CLEC is responsible for combining U S WEST's UNEs or combining UNEs to its own network.

9.1.5 CLEC may connect UNEs in any technically feasible manner. U S WEST will provide CLEC with the same features, functions and capabilities of a particular element that U S WEST provides to itself, so that CLEC can provide any Telecommunications Services that can be offered by means of the element. U S WEST shall provide such unbundled network elements in a manner that allows CLEC to combine such elements in order to provide Telecommunications Service.

9.1.6 U S WEST provides UNEs on an individual element basis. CLEC is responsible for the end-to-end transmission and circuit functionality. CLEC is responsible to test end-to-end on unbundled loops, ancillary and finished services combinations.

9.1.7 Installation intervals for UNEs are provided in the Interconnect and Resale Resource Guide.

9.1.8 Maintenance and repair is described in Section 12 of this SGAT. The Repair Center contact telephone numbers are provided in the Interconnect & Resale Resource Guide, which is located on the U S WEST Web site.

9.1.9 In order to maintain and modernize the network properly, U S WEST may make necessary modifications and changes to the UNEs in its network on an as needed basis. Such changes may result in minor changes to transmission parameters. U S WEST shall provide advance notice of changes that affect network interoperability pursuant to applicable FCC rules.

9.1.10 Interconnection Tie Pairs (ITP) are required for each unbundled network element, ancillary service or interconnection service delivered to CLEC. The ITP provides the connection between the unbundled network element or interconnection service and the demarcation point. The ITP is ordered in conjunction with a UNE. There is a recurring charge for the ITP. The ITP may be ordered per termination.

9.1.11 Channel Regeneration Charge. This charge is required when the distance from the U S WEST network to the leased physical space (for Physical Collocation), the collocated equipment (for Virtual Collocation), or the ICDF (for ICDF Collocation) is of sufficient length to require regeneration.

9.1.12 Exhibit A of this SGAT contains the rates for unbundled network elements.

9.1.13 Miscellaneous Charges may include Due Date Change Charges, Design Change Charges, Cancellation Charges, Additional Dispatch Charge, Expedite Order Charge, Additional Engineering, Installation Out of Hours, Maintenance of Service, Premises Work Charges, Additional Cooperative Testing, Non-Scheduled Testing, Automatic Scheduled Testing, Cooperative Scheduled Testing, Manual Testing, Manual Scheduled Testing. Rates are contained in the applicable Arizona State Tariff.

9.2 Unbundled Loops

9.2.1 Description

U S WEST offers non-discriminatory access to unbundled local loops. An Unbundled Loop establishes a transmission path between a central office distribution frame (or equivalent) up to, and including, U S WEST's Network Interface Device (NID) and/or demarcation point. For existing Loops, the inside wire connection to the NID and/or demarcation point will remain intact. Unbundled Loops are available in three categories: (i) 2-Wire or 4-Wire Analog, (ii) 2-Wire or 4-Wire Non-Loaded and (iii) Digital Capable - either Basic Rate ISDN or DS1.

9.2.2 Terms and Conditions

9.2.2.1 U S WEST shall provide to CLEC on a nondiscriminatory basis unbundled loops of substantially the same quality as the loop that U S WEST uses to provide service to its own customers within a reasonable timeframe and with a minimum of service disruption.

9.2.2.2 Analog Unbundled Loops are available as a two-wire or four-wire voice grade, point-to-point configuration suitable for local exchange type services within the analog voice frequency range of 300 to 3000 Hz. For the two-wire configuration, CLEC must specify the signaling option. The actual Loop facilities may utilize various technologies or combinations of technologies. If U S WEST uses Integrated Digital Loop Carrier (IDLC) systems to provide the local Loop, to the extent possible,

U S WEST will make alternate arrangements to permit CLEC to order a contiguous unbundled local Loop.

9.2.2.3 When CLEC requests a non-loaded Unbundled Loop and there are none available, U S WEST will contact CLEC to determine if CLEC wishes to have U S WEST unload a Loop. If the response is affirmative, U S WEST will dispatch a technician to "condition" the loop by removing load coils and excess bridge taps (*i.e.*, "unload" the Loop) in order to provide CLEC with a Non-Loaded Loop. CLEC will be charged the cable unloading and bridge tap removal non-recurring charge in addition to the Unbundled Loop installation nonrecurring charge. Placement of repeaters either in the field or in the Central Office are not included as part of the conditioning charge. Repeater placement is included under Extension Technology.

9.2.2.4 When CLEC requests a Basic Rate ISDN capable Loop, U S WEST will dispatch a technician to provide an Extension Technology that may include the placement of repeaters, either Central Office or in the field, or BRITES cards in both the COT and RT in order to make the Loop ISDN Capable. The ISDN Capable Loop may also require conditioning (*e.g.*, removal of loads or bridged tap). CLEC will be charged an Extension Technology recurring charge in addition to the unbundled Loop recurring charge as specified in Exhibit A of this SGAT.

9.2.2.5 When CLEC requests a DS1 Capable Loop, U S WEST will install the electronics at both ends including any intermediate repeaters. The DS1 Capable Loop may also require conditioning (*e.g.*, removal of loads or bridged tap). CLEC will be charged a non-recurring charge as specified in Exhibit A of this SGAT.

9.2.2.6 U S WEST is not obligated to provision BRI and/or DS1 capable loops in areas served by Loop facilities and/or transmission equipment that are not compatible with BRI and/or DS1 service. To avoid spectrum conflict within U S WEST facilities, U S WEST may control the use of certain cables for spectrum management considerations.

9.2.2.7 CLEC has four installation options available when ordering an Unbundled Loop. Depending upon the type of Loop ordered (analog or digital capable), the rates for the installation options will vary. Rates are contained in Exhibit A of this SGAT.

9.2.2.7.1 Basic Installation Option for Existing Service.

The Basic Installation option may be ordered for existing (reuse) service only. For an existing U S WEST or other CLEC end user changing to CLEC, the Basic Installation option has no associated circuit testing. U S WEST disconnects the Loop from its current termination and delivers it via the ITP to the point of demarcation. U S WEST will notify CLEC when the work activity is complete. Basic Installation Rates apply for this option and are contained in Exhibit A of this SGAT.

9.2.2.7.2 Basic Installation with Performance Testing Option for New Service.

The Basic Installation with Performance Testing option is required for new service. For new service that has not previously existed, U S WEST will

complete the circuit wiring per the WORD document and/or the service order. U S WEST will perform the required performance tests to ensure the new circuit meets the required parameter limits. The test results are recorded as benchmarks for future testing purposes. The test results are forwarded to CLEC by U S WEST. Basic Installation with Performance Testing rates apply for this option and are contained in Exhibit A of this SGAT.

9.2.2.7.3 Coordinated Installation With Cooperative Testing Option.

The Coordinated Installation with Cooperative Testing option may be ordered for new or existing service. For an existing U S WEST or other CLEC end user changing to CLEC, the Coordinated Installation option includes cooperative testing. CLEC has the option of designating a specific appointment time when the order is placed. If no appointment time is specified when the order is initiated, CLEC will provide such information to U S WEST at least 48 hours prior to the desired appointment time. At the appointment time, U S WEST will disconnect the Loop from its current termination and deliver it to the point of demarcation in coordination with CLEC. U S WEST will complete the required performance tests and perform other testing as requested by CLEC. Testing requested by CLEC that exceeds testing requirements contained in U S WEST's Technical Publication 77384 will be billed to CLEC. Test results will be recorded as benchmarks for future testing and will be forwarded to CLEC. Coordinated Installation with Cooperative Testing rates apply for this option and are contained in Exhibit A of this SGAT.

9.2.2.7.4 Coordinated Installation Without Testing for Existing Service.

Coordinated Installation without Testing may be ordered for 2-wire analog loop start or ground start Unbundled Loops. For an existing U S WEST or other CLEC end user changing to CLEC, this option remains a procedure in which U S WEST disconnects the loop and delivers it via an ITP to the demarcation point. In addition, this procedure offers CLEC the ability to coordinate the conversion activity, allowing CLEC's end user to pre-plan for minimal service interruption. At CLEC's designated time, U S WEST will contact CLEC with notification that the work activity is beginning. If no appointment time is specified when the order is initiated, CLEC will provide such information to U S WEST at least 48 hours prior to the desired appointment time. At the appointment time, U S WEST disconnects the Loop from its current termination and delivers it via an ITP to the point of demarcation. Once the work has been completed, U S WEST will notify CLEC that the procedure has been completed. Coordinated Installation without Cooperative Testing rates apply for this option and are contained in Exhibit A of this SGAT.

9.2.2.8 Multiplexing of the Unbundled Loop. CLEC may order multiplexing for Unbundled Loops under the same multiplexing provisions and pricing as provided for UDIT, as described in Section 9.2 of this SGAT.

9.2.2.9 Unbundled Loops are provided in accordance with the specifications, interfaces and parameters described in U S WEST's Technical Publication 77384. U S WEST's sole obligation is to provide and maintain Unbundled Loops in accordance with such specifications, interfaces and parameters. U S WEST does not warrant that

Unbundled Loops are compatible with any specific facilities or equipment or can be used for any particular purpose or service. Transmission characteristics may vary depending on the distance between CLEC's end user and U S WEST's end office and may vary due to characteristics inherent in the physical network. U S WEST, in order to properly maintain and modernize the network, may make necessary modifications and changes to the unbundled loops, ancillary and finished services in its network on an as needed basis. Such changes may result in minor changes to transmission parameters. Changes that affect network interoperability require advance notice pursuant to the Notices Section of this SGAT.

9.2.2.10 If there is a conflict between an end user (and/or its respective agent) and CLEC regarding the disconnection or provision of Unbundled Loops, U S WEST will honor the direction of the end user or the latest dated POA designating an agent by the end user or its respective agent. If the end user's service has not been disconnected and Unbundled Loop service is not yet established, CLEC will be responsible to pay the nonrecurring charge as set forth herein. A slamming charge will be billed to CLEC. If the loop has been disconnected, the service will be reconnected to the original local service provider and nonrecurring service charges and a slamming charge will be billed to CLEC.

9.2.2.11 Facilities and lines furnished by U S WEST on the premises of CLEC's end user up to and including the NID or equivalent are the property of U S WEST. U S WEST must have access to all such facilities for network management purposes. U S WEST's employees and agents may enter said premises at any reasonable hour to test and inspect such facilities and lines in connection with such purposes or upon termination or cancellation of the Unbundled Loop service to remove such facilities and lines.

9.2.2.12 Unbundled Loops include the facilities between the U S WEST distribution frame up to and including U S WEST's NID located at CLEC's end user premises.

9.2.2.13 When requested by US WEST, a CLEC must submit a disconnect order to U S WEST on Unbundled Loop services where the loop has been relinquished by an end-user and that loop is required by US WEST or another CLEC to provide service to that end-user location.

9.2.3 Rate Elements

The following Unbundled Loop rate elements are contained in Exhibit A of this SGAT.

9.2.3.1 Analog - 2 and 4 wire voice grade. Unbundled analog Loops are transmission paths capable of carrying analog voice frequency signals from the network interface (NI) on the end user's premises to a U S WEST Central Office Network Interface (CO-NI). Unbundled analog Loops may be provided using a variety of transmission technologies, including but not limited to, metallic wire, metallic wire based digital loop carrier and fiber optic fed digital carrier systems. Such technologies are used singularly or in tandem in providing Loops. Direct Current (DC) continuity is not inherent in this service.

9.2.3.2 Non-Loaded - 2 and 4 wire non-loaded loops. Unbundled Non-Loaded Loops are transmission paths capable of carrying specifically line coded digital signals from the NI on an end user's premises to a U S WEST CO-NI. Unbundled Non-Loaded Loops use only metallic wire facilities. After these Loops are ordered and the design layout record is reviewed by CLEC, it is CLEC's responsibility to determine if the Loop meets the technical parameters set forth by the specific digital service. Charges shall apply for unloading cable pairs in the event that non-loaded Loops are not available.

9.2.3.3 Digital Capable Loops - Basic rate ISDN and DS1 capable Loops. These Loops should only be requested when the 2/4 wire non-loaded Loop is either not available or the non-loaded Loop does not meet the technical parameters of CLEC's service(s). Unbundled digital Loops are transmission paths capable of carrying specifically formatted and line coded digital signals from the NI on an end user's premises to a U S WEST CO-NI. Unbundled digital Loops may be provided using a variety of transmission technologies including but not limited to metallic wire, metallic wire based digital loop carrier and fiber optic fed digital carrier systems. U S WEST will determine the specific transmission technology by which the Loop will be provided. Such technologies are used singularly or in tandem in providing service. DC continuity is not inherent in this service. Charges shall apply for conditioning of the digital capable Loops, as requested by CLEC, if necessary.

9.2.3.4 Unbundled Loop recurring monthly rates, including Extension Technology recurring charge, are described in Exhibit A.

9.2.3.5 Unbundled Loop non-recurring charges, described in Exhibit A, include the following:

- a) Installation charges;
- b) DS1/3 Regeneration charge;
- c) Conditioning charge.

9.2.4 Ordering Process

9.2.4.1 All Unbundled Loops are ordered via an LSR. Ordering processes and installation intervals are contained in Section 12 of this SGAT.

9.2.4.2 Prior to placing orders on behalf of the end user, CLEC shall be responsible for obtaining and have in its possession a Proof of Authorization as set forth in Section 5 of this SGAT.

9.2.4.3 The installation intervals for the Analog, Non-Loaded Loops and Digital Capable Loops are defined in the Interconnect & Resale Resource Guide. The interval will start when U S WEST receives a complete and accurate Local Service Request (LSR). This interval may be impacted by order volumes and load control considerations. If more than twenty-five orders are issued at the same address, the request will be handled on an individual case basis.

9.2.4.4 When ordering Unbundled Loops, CLEC is responsible for obtaining or providing facilities and equipment that are compatible with the service.

9.2.5 Maintenance and Repair

9.2.5.1 CLEC is responsible for its own end user base and will have the responsibility for resolution of any service trouble report(s) from its end users. CLEC will perform trouble isolation on the Unbundled Loop and any associated ancillary services prior to reporting trouble to U S WEST. U S WEST will work cooperatively with CLEC to resolve trouble reports when the trouble condition has been isolated and found to be within a portion of U S WEST's network. The Parties will cooperate in developing mutually acceptable test report standards. When the trouble is not in U S WEST's network, CLEC shall be charged maintenance charges in accordance with the applicable time and materials charges in U S WEST's Tariff.

9.2.5.2 U S WEST will perform tests to isolate the service trouble. If no trouble is found, U S WEST will notify CLEC. If the trouble is isolated to the Central Office, or a U S WEST facility, U S WEST will repair, without charge, as long as the trouble is not attributed to CLEC's Collocation equipment, cabling, and/or cross connects. If the trouble is attributed to CLEC's Collocation equipment, cabling or cross connects, U S WEST will notify CLEC and charges will apply. If the trouble is on the end user's side of the NID, the trouble will be referred back to CLEC and charges will apply for trouble isolation.

9.2.5.3 CLEC will have responsibility for testing its equipment, network facilities and the Unbundled Loop facility. If U S WEST performs tests of the Unbundled Loop facility at CLEC's request, and the fault is not in U S WEST's facilities, a trouble isolation charge shall apply. Maintenance and Repair processes are contained in Section 12 of this SGAT.

9.3 Network Interface Device (NID)

9.3.1 Description

The NID provides an interface between U S WEST's loop facility and the end user's inside wire and is considered part of the Unbundled Loop facility. The modular NID is divided into two components; one containing the over-voltage unit (protector), buried service wire and drop terminals; the other containing the end user's inside wire, the inside wire terminals and a modular plug which connects the inside wire to the dial tone source. The non-modular NID is a protector block with the inside wire terminated directly on the dial-tone source. The NID provides a protective ground connection, provides protection against lightning and other high voltage surges and is capable of terminating cables such as twisted pair cable. If CLEC orders Unbundled Loops on a reuse basis, the existing drop and U S WEST's NID will remain in place and continue to carry the signal to the end user's equipment.

9.3.2 Terms and Conditions

9.3.2.1 If CLEC places its own drop, CLEC will install its own NID. However, CLEC can use the existing U S WEST NID to terminate its drop if space permits, otherwise a new NID is required. If CLEC installs its own NID, CLEC may connect its

NID to the U S WEST NID by placing a cross-connect between the two. When provisioning a NID to NID connection, CLEC will isolate the U S WEST facility in the NID by unplugging the modular unit. If CLEC requires that a non-modular unit be replaced with a modular NID, U S WEST will perform the replacement and charges will be assessed for the NID and time associated with the request. If CLEC is a facility based provider up to and including its NID, the U S WEST facility currently in place, including the NID, will remain in place. At no time should either Party remove the other Party's facilities from the other Party's NID.

9.3.2.2 U S WEST will retain sole ownership of the U S WEST NID and its contents on U S WEST's side. U S WEST is not required to conduct NID change-outs, except on an individual basis, or inventory NID locations on behalf of CLEC.

9.3.3 Rate Elements

9.3.3.1 If CLEC requests a non-modular unit to be replaced with a modular NID, U S WEST will do so. Charges will be assessed for the NID and the technician's installation and travel time. Any costs associated with U S WEST's connection of CLEC's NID to U S WEST's NID will be charged to CLEC. This is a nonrecurring charge and is contained in Exhibit A of this SGAT.

9.3.3.2 Recurring rates for the NID are contained in Exhibit A of this SGAT.

9.3.4 Ordering Process

9.3.4.1 When CLEC submits an LSR for an Unbundled Loop, CLEC will indicate in the Loop Service form if a modular NID is required at the end user's location. Standalone NIDs are ordered using the remarks section of the LSR form. Ordering processes and installation intervals are contained in Section 12 of this SGAT.

9.3.5 Maintenance and Repair

9.3.5.1 If U S WEST is dispatched to a location and finds the existing protector in a state of disrepair, the protector will be replaced with a new modular NID at no cost to CLEC. If U S WEST is dispatched to an end user's location on a maintenance issue and finds the modular NID to be defective, U S WEST will replace the defective element or, if beyond repair, the entire device. Maintenance and Repair processes are contained in Section 12 of this SGAT.

9.4 Additional Unbundled Elements

CLEC may request nondiscriminatory access to and, where appropriate, development of, additional UNEs not covered in this SGAT pursuant to the Bona Fide Request Process.

9.5 Construction Charges

U S WEST will conduct an individual financial assessment of any request which requires construction of network capacity, facilities, or space for access to or use of unbundled loops, ancillary and finished services. When U S WEST constructs to fulfill CLEC's request for unbundled loops, ancillary and finished services, U S WEST will bid this construction on a case-

by-case basis. U S WEST will charge for the construction through non-recurring charges and a term agreement for the remaining recurring charge, as described in Section 19.

Section 10.0 - ANCILLARY SERVICES

The provisions of this section in this SGAT are based, in large part, on the existing state of the law, rules, regulations and interpretations thereof, as of the date hereof (the "Existing Rules"). Among the Existing Rules are the results of arbitrated decisions by the Commission which are currently being challenged by U S WEST. Among the Existing Rules are certain FCC rules and orders that are the subject of, or affected by, the opinion issued by the Supreme Court of the United States in *AT&T Corp., et al. v. Iowa Utilities Board, et al.* on January 25, 1999. That opinion is not yet of legally-binding effect, and many of the Existing Rules, including rules concerning which Network Elements are subject to unbundling requirements, may be changed or modified during legal proceedings that follow the Supreme Court opinion. Among the Existing Rules are the FCC's orders regarding BOCs' applications under Section 271 of the Act. U S WEST is basing the offerings in this SGAT on the Existing Rules, including the FCC's orders on BOC 271 applications. Nothing in this SGAT shall be deemed an admission by U S WEST concerning the interpretation or effect of the Existing Rules or an admission by U S WEST that the Existing Rules should not be vacated, dismissed, stayed or modified. Nothing in this SGAT shall preclude or estop U S WEST from taking any position in any forum concerning the proper interpretation or effect of the Existing Rules or concerning whether the Existing Rules should be vacated, dismissed, stayed or modified. To the extent that the Existing Rules are changed, vacated, dismissed, stayed or modified, then this SGAT and all contracts adopting all or part of this SGAT shall be amended to reflect such modification or change of the Existing Rules. Where the Parties fail to agree upon such an amendment, it shall be resolved in accordance with the Dispute Resolution provision of this SGAT. It is expressly understood that this SGAT will be corrected to reflect the outcome of generic proceedings by the Commission for pricing, service standards, or other matters covered by this SGAT. This paragraph shall be considered part of the rates, terms and conditions of each interconnection service and network element arrangement contained in this SGAT, and this paragraph shall be considered legitimately related to the purchase of each interconnection service and network element arrangement contained in this SGAT.

10.1 Interim Number Portability

10.1.1 Description

10.1.1.1 Interim Number Portability ("INP") service is a service arrangement that allows an end user customer to retain its dialed telephone number when switching to another service provider. INP service can be provided by U S WEST to CLEC or by CLEC to U S WEST. For the purposes of this section, the Party porting traffic to the other Party shall be referred to as the "INP Provider" and the Party receiving INP traffic for termination shall be referred to as the "INP Requestor."

10.1.1.2 INP applies to those situations where an end user elects to transfer to a new service provider and such end user also wishes to retain its existing telephone number. INP consists of INP Provider's provision to the INP Requestor the capability to route calls placed to telephone numbers assigned to the INP Provider's switches to the INP Requestor's switches. INP is available only for working telephone numbers assigned to the INP Provider's end users who request to transfer to the INP Requestor's service. Local Interconnect Service (LIS) is required for INP.

10.1.1.3 INP is available as INP-Remote Call Forwarding ("INP-RCF"), Direct Inward Dialing ("DID"), Directory Number Route Index ("DNRI") and NXX Migration. DNRI is available as either direct to an end office or through a tandem, also referred to as DNRI Tandem ("RIPH") or portability hub. NXX Migration, or Local Exchange Routing Guide Reassignment, reassigns the entire central office code (NXX) to the CLEC switch if the code is used solely for one customer.

10.1.1.4 Remote Call Forwarding (RCF)

10.1.1.4.1 RCF permits a call to an INP Provider's assigned telephone number to be translated to the INP Requestor's dialable local number. With the RCF solution, a permanent RCF is established in U S WEST's switch forwarding any incoming call to the number assigned and maintained in the CLEC switch.

10.1.1.4.2 INP via RCF also requires Office Equipment (OE), on a per telephone number basis. The INP Requestor will need to provide a forecast of deployment sites and estimated quantities of ported numbers to assist in an assessment of available porting methods. Each request for INP via RCF will be analyzed by the Infrastructure Availability Center, IAC, to determine if OE is available.

10.1.1.5 Direct Inward Dialing (DID)

DID permits incoming calls to be ported to the INP Requestor's switch via a DID trunk configuration. Each DID trunk group used for INP is dedicated to carrying DID INP traffic between U S WEST's End Office and CLEC's switch. The traffic on these trunks cannot overflow to other trunks. In addition, inter-switch signaling for DID is limited to multi-frequency (MF). This precludes passing the Calling Line ID to the CLEC switch. With DID, there is no SS7 capability causing CLASS feature limitations. For DID, the INP Provider will deliver the dialed telephone number to the INP Requestor's Central Office.

10.1.1.6 Directory Number Route Indexing (DNRI)

DNRI permits incoming calls to be ported to the INP Requestor's switch via a route index. A permanent route index is assigned to the end user's ported number in the INP Provider's switch. The INP Provider will deliver the dialed seven digit telephone number to the INP Requestor's Central Office. INP Requestor may terminate the call as desired. Additional capacity for simultaneous call forwarding is available where technically feasible. The INP Requestor will need to specify the number of simultaneous calls to be forwarded for each number ported. DNRI tandem routing requires an additional 30 day lead time to establish technical requirements for routing the ported calls.

10.1.1.7 NXX Migration

Where one Party has activated an entire NXX for a single end user, or activated a substantial portion of an NXX for a single end user with the remaining numbers in that NXX either reserved for future use or otherwise unused, if such end user chooses to receive service from the other Party, the first Party shall cooperate with

the second Party to have the entire NXX reassigned to an End Office operated by the second Party through the NANP administrator. In addition, both Parties agree to cooperate in arranging necessary updates and industry notification in the LERG (and associated industry databases, routing tables, etc.). Such transfer will be accomplished with appropriate coordination between the Parties and subject to appropriate industry lead-times (as identified in the LERG guidelines and the Central Office Code Administration guidelines) for movement of NXXs from one switch to another. Other applications of NXX migration will be discussed by the Parties as circumstances arise.

10.1.2 Terms and Conditions

10.1.2.1 U S WEST and CLEC will provide INP service in a non-discriminatory manner and with as little impairment of functioning, quality, reliability and convenience as possible.

10.1.2.2 U S WEST will coordinate INP with unbundled loop cutovers in a reasonable amount of time and with minimum service disruption.

10.1.2.3 The Parties shall provide Number Portability on a reciprocal basis to each other to the extent technically feasible, and in accordance with rules and regulations as, from time to time, prescribed by the FCC and/or the Commission.

10.1.2.4 Until the long term number portability solution, referred to as Local Number Portability (LNP), is implemented by the industry pursuant to regulations issued by the FCC or the Commission, the Parties agree to provide INP to each other through RCF, DID, DNRI and NXX migration. Local Interconnect Service (LIS) is required for INP.

10.1.2.5 Once Local Number Portability has been implemented within a wire center, INP will no longer be available for ordering within that wire center.

10.1.2.6 Upon LNP implementation, the INP offerings will be withdrawn subject to advance notice to the other Party. Both Parties will conform to the Western Region LNP Technical and Operations team guidelines and agreements for completion of INP to LNP conversion activity.

10.1.2.7 The INP Requestor's designated INP switch must return answer and disconnect supervision to the INP Provider's switch.

10.1.2.8 The INP Requestor will provide to the E911 database provider the network telephone number that the INP Requestor assigned to the INP Provider-assigned, ported telephone number. Updates to and maintenance of the INP information to the E911 database are the responsibility of the INP Requestor. For consistency in administration, the INP Requestor shall enter into a separate agreement with the E911 database provider.

10.1.2.9 U S WEST will update its Line Information Database ("LIDB") listings for retained numbers as directed by CLEC. U S WEST will restrict or cancel calling cards associated with these ported numbers. LIDB updates shall be completed by the Parties on the same business day each INP arrangement is activated.

10.1.2.10. An INP telephone number may be assigned by INP Requestor only to the INP Requestor's end users located within the INP Provider's local calling area and toll rating area that is associated with the NXX of the ported number.

10.1.2.11 INP is applicable only if the INP Requestor is engaged in a reciprocal traffic exchange arrangement with the INP Provider.

10.1.2.12 Only the existing INP Provider assigned end user telephone number may be used as a ported number for INP.

10.1.2.13 An INP telephone number must be active and assigned to an end user to accommodate INP.

10.1.2.14 INP services shall not be re-sold, shared or assigned by either Party to another LEC or CLEC.

10.1.2.15 INP is not offered for NXX Codes 555, 976, 960, and coin telephones, and Service Access Codes (*i.e.*, 500, 700, 8XX, 900). INP is not available for Feature Group A seven-digit numbers, including Foreign Exchange. Furthermore, INP numbers may not be used for mass calling events.

10.1.2.16 The ported telephone number will be returned to the switch which originally had the ported number when the end user disconnects service from the INP Requestor. The INP Requestor shall not retain it and reassign it to another end user. The normal intercept announcement will be provided by the INP Provider for the period of time until the telephone number is reassigned by the INP Provider.

10.1.2.17 Forecasts for INP must be included in the forecasting process detailed in Section 7 of this SGAT.

10.1.3 Ordering

10.1.3.1 Both parties shall comply with ordering standards as developed by the industry. INP service is ordered via a Local Service Request and associated Number Portability forms. Specific details regarding the ordering of INP service is contained in the Interconnect & Resale Resource Guide.

10.1.3.2 CLEC may order INP service either manually or through an electronic interface. The electronic gateway solution for ordering service is described in Section 12 of this SGAT.

10.1.3.3 The service order intervals used when ordering INP service are contained in the Interconnect & Resale Resource Guide.

10.1.3.4 U S WEST will provide FOC's to CLECs within a reasonable time, no later than 48 hours after receipt of complete and accurate orders for Regular POTS or Simple Business customers. The FOC interval for all other complex orders will be within a reasonable time, no later than 8 business days from receipt of complete and accurate orders. The FOC for ICB orders will reflect an ICB FOC date.

10.1.3.5 For purposes of this Section, U S WEST's normal business hours are 7:00 a.m. to 7:00 p.m., local time, Monday through Friday. CLEC may also request a Frame Due Time (FDT) of 5:00 a.m. as a normal business hour, Monday through Friday. Requests for Frame Due Times other than the 5:00 a.m. or 7:00 a.m. to 7:00 p.m. normal business hours shall be considered an out of hours cut.

10.1.3.6 CLEC shall request service within the normal business hours by submitting a Local Service Request (LSR) and designating the requested Frame Due Time. Requests for Frame Due Times within normal business hours will be proactively managed by U S WEST to ensure that the Frame Due Time is met.

10.1.3.7 Out of Hours Cut

10.1.3.7.1 Out of hours cuts permit a CLEC to select either a coordinated or non-coordinated cut for INP service outside of U S WEST's normal business hours. For planning purposes, CLEC shall provide U S WEST with a forecast of out of hours coordinated cuts at least two weeks prior to a CLEC placing an order in a particular state. Forecasts should include the anticipated Frame Due Times and volumes to be ported out of hours.

10.1.3.7.2 CLEC shall request out of hours cuts by submitting a Local Service Request (LSR) and designating the desired FDT outside of the normal business hours. In the Remarks section of the LSR, CLEC must specify an Out of Hours cut and the type of cut (coordinated or non-coordinated).

10.1.3.7.3 The date and time for the coordinated cut may need to be negotiated between U S WEST and CLEC because of system downtime, switch upgrades, switch maintenance, and the possibility of other CLECs requesting the same FDT in the same switch (switch contention). Because of this up-front coordination and FDT negotiation efforts, Firm Order Confirmation (FOC) of the FDT will require additional time. In the event that this situation would occur, U S WEST will negotiate with CLEC to provide the FOC within a reasonable time frame.

10.1.3.7.4 Non-Coordinated Out of Hours Cut

10.1.3.7.4.1 CLEC shall request out of hours non-coordinated cuts by submitting a LSR and designating a 1:00 a.m. FDT (due date) which is outside of the normal business hours. Non-coordinated cuts allow CLEC to request a U S WEST FDT of 1:00 a.m. where the actual cut occurs between the hours of 1:00 a.m. and 7:00 a.m., with the cut completed by 7:30 a.m. of that day (if the requested date is a business day, or by 7:30 a.m. of the next business day).

10.1.3.7.4.2 Conversion desk activities and escalation processes for non-coordinated out of hour cuts are accomplished during the business day prior to the cut.

10.1.3.7.4.3 CLEC will not incur additional charges for non-coordinated out of hours cuts.

10.1.3.7.5 Coordinated Out of Hours Cut

10.1.3.7.5.1 CLECs shall request a coordinated out of hours cut by submitting a LSR and designating the requested FDT.

10.1.3.7.5.2 Out of hours coordinated cuts will be managed by a U S WEST project manager. Coordination of this effort requires an up-front internal planning session. Any changes to the original FDT will be negotiated with CLEC and will occur prior to issuing an FOC.

10.1.3.7.5.3 CLEC will incur additional charges for coordinated out of hours cuts.

10.1.3.8 End User Impacts

10.1.3.8.1 The INP Requestor is responsible for all dealings with and on behalf of its end users, including all end user account activity (e.g., end user inquiries and complaints).

10.1.3.8.2 Each Party is responsible for obtaining a Proof of Authorization from its end users who request a transfer of the end user's telephone number from the other Party.

10.1.3.8.3 The INP Provider will work cooperatively with the INP Requestor to ensure a smooth end user transition and to provide for coordination with other facilities (e.g., Loops).

10.1.3.8.4 If an end user requests transfer of service from the INP Requestor back to the INP Provider, the INP Provider may rely on that end user request to institute cancellation of the INP service. The INP Provider will provide at least 48 hours notice to the INP Requestor of the cancellation of INP service, and will work cooperatively with the INP Requestor to ensure a smooth end user transition and to provide for coordination with other facilities (e.g., Loops).

10.1.3.8.5 The INP Requestor will submit to the INP Provider a disconnect order for each ported number that is relinquished by the INP Requestor's end users. U S WEST will provide an electronic interface for the purpose of ordering INP service. This interface may be accomplished by either a GUI (Graphical User Interface) or EDI (Electronic Data Interchange).

10.1.4 Maintenance and Repair

10.1.4.1 CLEC is responsible for its own end users and will have the responsibility for resolution of any service trouble report(s) from its end users. End user customers of CLEC will be instructed to report all cases of trouble to their Service Provider.

10.1.4.2 CLEC and U S WEST will provide to their respective end user customers the correct telephone numbers to call for access to their respective repair bureaus.

CLEC and U S WEST will provide their repair contact numbers to one another on a reciprocal basis.

10.1.4.3 U S WEST will work cooperatively with CLEC to resolve trouble reports when the trouble condition has been isolated and found to be within a portion of the U S WEST network. U S WEST will perform standard tests to isolate and repair the trouble. For INP trouble reports, U S WEST will not be responsible for testing the unbundled loop leased by CLEC.

10.1.4.4 The trouble ticket will be closed by the functional group that corrected the trouble. This group will also contact CLEC to inform them that the ticket has been closed. Current trouble codes and analysis codes will be entered to the trouble ticket.

10.1.5 Rate Elements

10.1.5.1 INP Rate Elements

The Parties will comply with the FCC rules and Commission decisions on cost recovery for interim number portability. Exhibit A of this SGAT contains Interim Number Portability rates.

10.1.5.1.1 Number Ported – This nonrecurring cost is incurred per number ported, per service order.

10.1.5.1.2 Service Establishment – Per Route, Per Switch. This nonrecurring cost is incurred for each INP Provider's end office switch that is equipped to provide INP to the INP Requestor.

10.1.5.1.3 Service Establishment, additional number ported or changes to existing numbers, per number ported. This nonrecurring cost applies to every INP service order issued.

10.1.5.1.4 Charges for Coordinated Out of Hours Cuts. Charges for coordinated out of hours cuts shall be based upon actual hours worked at U S WEST's overtime rate, time and one-half rates for timeframes outside of U S WEST's normal hours except for Sundays and Holidays. Charges for coordinated out of hours cuts on Sundays and Holidays shall be based upon U S WEST's overtime premium rate, which is double time. Overtime rates will be multiplied by the number of U S WEST personnel actively participating in the cut, multiplied by the number of hours required for the cut. Exhibit A of this SGAT contains overtime rates for coordinated out of hours cuts.

10.1.5.1.4.1 U S WEST will schedule the appropriate number of employees prior to the cut, based upon information provided by CLEC. If such information requires modification during the cut and, as a result, non-scheduled employees are required, CLEC shall be charged a four hour minimum callout.

10.1.5.2 Switched Access Revenues. U S WEST will comply with the FCC and Commission rules regarding the sharing of terminating access revenues. Once the end

office switch is converted to long term number portability (LNP), the switched access compensation will not be passed on to CLEC.

10.1.5.2.1 The Switched Access rate elements are identified in U S WEST's Switched Access Tariff.

10.1.5.5.2 U S WEST will use ARMIS data to determine the average Minutes of Use ("MOU") by jurisdiction. ARMIS data is updated on a yearly basis.

10.1.5.5.3 The number of lines to be used in the formula will be extracted from the U S WEST corporate data warehouse once each month. This database contains billed information for posted orders.

10.1.5.5.4 Internet traffic will be excluded from reciprocal compensation as soon as the processes are in place to identify this traffic. U S WEST will give CLEC ten (10) days written notice prior to excluding this traffic.

10.1.5.5.5 The formula populated with the appropriate data for the preceding month will be provided to CLEC to support the payment. U S WEST will pay the pass through amounts to CLEC within one month. Disputes will be processed as though this credited amount were a billed amount under this SGAT.

10.2 Local Number Portability

10.2.1 U S WEST will provide number portability in a non-discriminatory manner. U S WEST will coordinate number portability with unbundled loop cutovers in a reasonable amount of time and with minimum service disruption.

10.2.2 U S WEST will offer Local Number Portability, also known as long term number portability (LNP), in compliance with the FCC's rules and regulations. Deployment of LNP will be in accordance with the FCC's implementation schedule. The publication of LNP capable switches and the schedule and status for future deployment will be identified in the Local Exchange Routing Guide (LERG), the Western Region LNP Website at <http://lnp.gstworld.net/lnp>, and the U S WEST Website at www.uswest.com/com/disclosures/netdisclosure414/indexcontent.html in accordance with industry guidelines.

10.2.3 Upon implementation of LNP pursuant to FCC regulations, both Parties agree to conform to and provide such LNP. Both Parties will conform to LNP industry guidelines, as identified in CC Docket No. 95-116, the North American Numbering Council LNP Architecture & Administrative Plan, the LNP Western Region Requirements and Operations Team guidelines, as published in the Western Region LNP website, and state guidelines.

10.2.4 U S WEST shall perform default LNP queries where CLEC is unable to perform its own query. CLEC shall be the default carrier for LNP database queries where U S WEST is unable to perform its own query. U S WEST query services are defined in FCC Tariff #5; End Office and Tandem Default Query Charges are contained in Section 13 (Miscellaneous Service) and Database Query Charges are contained in Section 19 (CCSAC Service Applications).

10.2.5 Both Parties shall comply with ordering standards as developed by the industry. LNP service is ordered via a Local Service Request and associated Number Portability forms. Specific details regarding the order of LNP service is contained in the LNP section of the Interconnect & Resale Resource Guide. CLEC may order long term number portability either manually or through an electronic interface. The electronic gateway solution for ordering service is described in Section 12 of this SGAT.

10.2.6 Standard Due Date Intervals. The standard service order intervals used when discontinuing service are found in the Interconnect & Resale Resource Guide. Inward activity due dates are dependent upon the outward activity date.

10.2.7 U S WEST will comply with FCC and Commission rules on cost recovery for long term number portability, but U S WEST reserves its right to challenge, and seek changes to, such rules.

10.2.8 Both Parties agree to follow the LNP switch request process established by the Parties and in compliance with industry guidelines.

10.2.9 Both Parties agree to comply with intra- and inter-company testing guidelines as established by the Western Region Implementation and Testing Team and/or State specific teams.

10.3 911/E911 Service

10.3.1 Description

10.3.1.1 911 and E911 provides an end user access to the applicable emergency service bureau, where available, by dialing a 3-digit universal telephone number (911).

10.3.1.2 Automatic Location Identification/Data Management System (ALI/DMS). The ALI/DMS database contains end user information (including name, address, telephone number, and sometimes special information from the local service provider or end user) used to determine to which Public Safety Answering Point (PSAP) to route the call. The ALI/DMS database is used to provide more routing flexibility for E911 calls than Basic 911.

10.3.1.3 Basic 911 directly connects to the PSAP all 911 calls from one or more local exchange switches that serve a geographic area. E911 provides additional selective routing flexibility for 911 calls. E911 uses end user data, contained in the ALI/DMS, to determine to which Public Safety Answering Point (PSAP) to route the call.

10.3.2 Terms and Conditions

10.3.2.1 E911 functions provided to CLEC shall be at the same level of accuracy and reliability as for such support and services that U S WEST provides to its end users for such similar functionality.

10.3.2.2 In counties where U S WEST has obligations under existing agreements as the primary provider of the 911 system to the county, CLEC will participate in the provision of the 911 System as described in Section 10.3.

10.3.2.3 U S WEST shall conform to all state regulations concerning emergency services.

10.3.2.4 U S WEST shall route E911 calls to the appropriate PSAP.

10.3.2.5 Each Party will be responsible for those portions of the 911 system for which it has total control, including any necessary maintenance to each Party's portion of the 911 system.

10.3.2.6 U S WEST will provide CLEC with the identification of the U S WEST 911 controlling office that serves each geographic area served by CLEC.

10.3.2.7 U S WEST will provide CLEC with the ten-digit telephone numbers of each PSAP agency, for which U S WEST provides the 911 function, to be used by CLEC to acquire emergency telephone numbers for operators to handle emergency calls in those instances where CLEC's end user dials "0" instead of "911". It shall be the responsibility of CLEC to verify or confirm the appropriate use of the contact information provided by U S WEST with each PSAP prior to offering 911 calls or publication of such data.

10.3.2.8 If a third party (*i.e.*, LEC) is the primary service provider to a county, CLEC will negotiate separately with such third party with regard to the provision of 911 service to the county. All relations between such third party and CLEC are separate from this SGAT and U S WEST makes no representations on behalf of the third party.

10.3.2.9 If CLEC is the primary service provider to the county, CLEC and U S WEST will negotiate the specific provisions necessary for providing 911 service to the county and will include such provisions in an amendment to this SGAT.

10.3.2.10 CLEC will separately negotiate with each county regarding the collection and reimbursement to the county of applicable end user taxes for 911 service.

10.3.2.11 CLEC is responsible for network management of its network components in compliance with the Network Reliability Council Recommendations and meeting the network standard of U S WEST for the 911 call delivery.

10.3.2.12 The Parties shall provide a single point of contact to coordinate all activities under this SGAT.

10.3.2.13 Except for trunking ordered from U S WEST by CLEC, neither Party will reimburse the other for any expenses incurred in the provision of E911 services.

10.3.3 E911 Database Updates

10.3.3.1 CLEC exchanges to be included in U S WEST's E911 Database will be indicated via written notice to the appropriate 911 authority (state agency or PSAP administrator) and will not require an amendment to this SGAT.

10.3.3.2 U S WEST's designated E911 database provider, an independent third party, will be responsible for maintaining the E911 database. U S WEST, or its designated database provider, will provide to CLEC an initial copy of the most recent Master Street Address Guide ("MSAG"), and subsequent versions on a quarterly basis, at no charge. MSAGs provided outside the quarterly schedule will be provided and charged on an individual case basis. The data will be provided in computer readable format. U S WEST shall provide CLEC access to the Master Street and Address Guide at a level of accuracy and reliability that is equivalent to the access U S WEST provides to itself.

10.3.4 E911 Database Updates for Facilities-Based CLECs

10.3.4.1 U S WEST will ensure that the 911 database entries for CLEC will be maintained with the same accuracy and reliability that U S WEST maintains for U S WEST's own customers.

10.3.4.2 For selective routing table updates, facilities-based CLECs will negotiate directly with U S WEST's database provider for the input and validation of end user data into the U S WEST Automatic Location Identification ("ALI") database. CLEC will negotiate directly with the PSAP (or PSAP agency's) DMS/ALI provider for input of end user data into the ALI database. In most cases the selective routing table updates and the ALI database will be managed by the same provider. CLEC assumes all responsibility for the accuracy of the data that CLEC provides for MSAG preparation and E911 Database operation.

10.3.4.3 If it is facilities-based, CLEC will provide end user data to U S WEST's agent for the U S WEST ALI database utilizing NENA-02-001 Recommended Formats For Data Exchange, NENA-02-002 Recommended Standard For Street Thoroughfare Abbreviations and NENA-02-003 Recommended Protocols For Data Exchange. U S WEST will furnish CLEC any variations to NENA recommendations required for ALI database input.

10.3.4.4 If it is facilities-based, CLEC will provide end user data to U S WEST's database provider for U S WEST's ALI database that is MSAG valid and meets all components of the NENA-02-004 Recommended Measurements For Data Quality.

10.3.4.5 If it is facilities-based, CLEC will update its end user records provided to U S WEST's database provider for U S WEST's ALI database to agree with the 911 MSAG standards for its service areas.

10.3.5 E911 Database Updates for Resale Based CLECs

10.3.5.1 For resold services, U S WEST, or its designated database provider, will provide updates to the ALI database in a manner that is at the same level of accuracy and reliability as such updates are provided for U S WEST's end-users. For resold accounts, CLEC shall provide U S WEST with accurate customer location information to be updated to the ALI/DMS database. U S WEST shall use its current process to update and maintain end user information in the ALI/DMS database.

10.3.6 E911 Database Accuracy

10.3.6.1 E911 Database accuracy shall be measured jointly by the PSAPs and U S WEST's database provider in a format supplied by U S WEST. The reports shall be forwarded to CLEC by U S WEST's database provider when relevant and will indicate incidents when incorrect or no ALI data is displayed. The reports provided to CLEC shall contain CLEC-specific information regarding CLEC's accounts.

10.3.6.2 Each discrepancy report will be jointly researched by U S WEST and CLEC. Corrective action will be taken immediately by the responsible Party.

10.3.6.3 Each Party providing updates to the E911 database will be responsible for the accuracy of its end user records. Each Party providing updates specifically agrees to indemnify and hold harmless the other Party from any claims, damages, or suits related to the accuracy of end user data provided for inclusion in the E911 Database.

10.3.7 E911 Interconnection

10.3.7.1 If required by CLEC, U S WEST shall interconnect direct trunks from CLEC's network to the Basic 911 PSAP, or the E911 tandem. Such trunks may alternatively be provided by CLEC. If provided by U S WEST, such trunks will be provided on a non-discriminatory basis. Any other 911/E911 charges will be borne by municipalities.

10.3.7.2 For CLEC-identified 911 trunk blockages, U S WEST agrees to take corrective action using the same trunking service procedures used for U S WEST's own E911 trunk groups.

10.3.7.3 The Parties will cooperate in the routing of 911 traffic in those instances where the ALI/ANI information is not available on a particular 911 call.

10.3.7.4 For a facility-based CLEC, U S WEST shall provide 911 interconnection, including the provision of dedicated trunks from CLEC end office switch to the 911 control office, at parity with what U S WEST provides itself.

10.3.8 E911 and Number Portability

10.3.8.1 When a U S WEST telephone number is ported out, the receiving CLEC shall be responsible to update the ALI/DMS database. When a CLEC telephone number is ported in, U S WEST shall be responsible to update the ALI/DMS database.

10.3.8.2 When Remote Call Forwarding (RCF) is used to provide number portability to the end user and a remark or other appropriate field information is available in the database, the shadow or "forwarded-to" number and an indication that the number is ported shall be added to the end user record by CLEC.

10.4 White Pages Directory Listings

10.4.1 Description

White Pages Listings Service (Listings) consists of U S WEST placing the names, addresses and telephone numbers of CLEC's end users in U S WEST's listing database, based on end

user information provided to U S WEST by CLEC. U S WEST is authorized to use CLEC end user listings as noted below.

10.4.2 Terms and Conditions

10.4.2.1 CLEC will provide in standard, mechanized format, and U S WEST will accept at no charge, one primary listing for each main telephone number belonging to CLEC's end users. Primary listings are defined in U S WEST general exchange tariffs.

10.4.2.2 CLEC will be charged for premium and privacy listings (*e.g.*, additional, foreign, cross reference) at U S WEST's General Exchange listing Tariff rates, less the wholesale discount, as described in Exhibit A.

10.4.2.3 Information on submitting and updating listings is available in U S WEST Facility Based and Co-Provider Listings User Documents. U S WEST will furnish CLEC the listings format specifications. Directory publishing schedules and deadlines will be provided to CLEC.

10.4.2.4 CLEC grants U S WEST a non-exclusive license to incorporate CLEC's end user listings information into its directory assistance database. U S WEST will incorporate CLEC end user listings in the directory assistance database. U S WEST will incorporate CLEC's end user listings information in all existing and future directory assistance applications developed by U S WEST.

10.4.2.5 CLEC end user listings will be treated the same as U S WEST's end user listings. No prior authorization shall be required for U S WEST to sell, make available, or release CLEC's end user listings to directory publishers, directory assistance providers, or other third parties. Listings shall not be provided or sold in such a manner as to segregate end users by carrier. U S WEST will not charge for updating and maintaining its listings database. CLEC will not receive compensation from U S WEST for any sale of listings by U S WEST.

10.4.2.6 To the extent that state Tariffs limit U S WEST's liability with regard to listings, the applicable state Tariff(s) is incorporated herein and supersedes the Limitation of Liability section of this SGAT with respect to listings only

10.4.2.7 U S WEST is responsible for maintaining listings, including entering, changing, correcting, rearranging and removing listings in accordance with CLEC orders.

10.4.2.8 U S WEST provides non-discriminatory appearance and integration of white pages listings for all CLEC's and U S WEST's end users. All requests for white pages directory listings, whether CLEC or U S WEST end users, follow the same processes for entry into the listings database.

10.4.2.9 U S WEST will take reasonable steps in accordance with industry practices to accommodate nonpublished and nonlisted listings provided that CLEC has supplied U S WEST the necessary privacy indicators on such listings.

10.4.2.10 CLEC white pages listings will be in the same font and size as listings for U S WEST customers, and will not be separately classified.

10.4.2.11 U S WEST processes for publication of white pages directory listings will make no distinction between CLEC and U S WEST subscribers. CLEC listings will be provided with the same accuracy and reliability as U S WEST's end user listings. U S WEST will ensure CLEC listings provided to U S WEST are included in the white pages directory published on U S WEST's behalf using the same methods and procedures, and under the same terms and conditions, as U S WEST uses for its own end user listings.

10.4.2.12 U S WEST shall ensure its third party publisher distributes appropriate alphabetical and classified directories (white and yellow pages) and recycling services to CLEC customers at parity with U S WEST end users, including providing directories a) upon establishment of new service; b) during annual mass distribution; and c) upon customer request.

10.4.2.13 CLEC represents and warrants the end user information provided to U S WEST is accurate and correct.

10.4.2.14 CLEC further represents and warrants that it has reviewed all listings provided to U S WEST, including end user requested restrictions on use, such as nonpublished and nonlisted.

10.4.2.15 CLEC shall be solely responsible for knowing and adhering to state laws or rulings regarding listings (*e.g.*, no solicitation requirement in the state of Arizona), and for supplying U S WEST with the applicable listing information.

10.4.2.16 CLEC agrees to provide to U S WEST its end user names, addresses and telephone numbers in a standard mechanized format, as specified by U S WEST.

10.4.2.17 CLEC will supply its ACNA/CIC or CLCC/OCN, as appropriate, with each order to provide U S WEST the means of identifying listings ownership.

10.4.2.18 Upon request by U S WEST, CLEC shall submit proof to U S WEST of authorization from each end user for which CLEC submits a change in end user's listing.

10.4.2.19 U S WEST will provide monthly listing verification proofs that provide the data to be displayed in the published white pages directory.

10.4.2.20 U S WEST will provide CLEC a reasonable opportunity to verify the accuracy of the listings to be included in the white pages directory.

10.4.2.21 CLEC may review and if necessary edit the white page listings prior to the close date for publication in the directory.

10.4.2.22 CLEC is responsible for all dealings with, and on behalf of, CLEC's end users, including:

10.4.2.22.1 All end user account activity (*e.g.*, end user queries and complaints);

10.4.2.22.2 All account maintenance activity (*e.g.*, additions, changes, issuance of orders for listings to U S WEST);

10.4.2.22.3 Determining privacy requirements and accurately coding the privacy indicators for CLEC's end user information. If end user information provided by CLEC to U S WEST does not contain a privacy indicator, no privacy restrictions will apply.

10.4.2.22.4 Any additional services requested by CLEC's end users.

10.4.2.23 Pursuant to Sec. 222 (a), (b), (c), (d), and (e) of the Telecommunications Act, U S WEST will provide subscriber lists information gathered in U S WEST's capacity as a provider of local exchange service on a timely and unbundled basis, under nondiscriminatory and reasonable rates, terms and conditions to CLEC upon request for the purpose of publishing directories in any format.

10.4.3 Rate Elements

The following rate elements apply to White Pages Listings and are contained in Exhibit A of this SGAT.

10.4.3.1 Primary Listings

10.4.3.2 Premium-Privacy Listing

10.4.4 Ordering Process

10.4.4.1 U S WEST provides training on white page listings requests and submission processes. The ordering process is similar to the service ordering process.

10.4.4.2 CLEC listings can be submitted for inclusion in U S WEST white pages directories according to the directions in the U S WEST Listings User Documents for Facility Based and Resale CLECs, which will be provided to CLEC upon request. Initial information and directions are available in the Interconnect and Resale Resource Guide.

10.4.4.3 CLEC can submit the OBF forms incorporated in the Local Service Request via IMA, fax or EDI.

10.5 Directory Assistance

10.5.1 Description

10.5.1.1 Directory assistance service is a telephone number, voice information service that U S WEST provides to its own end users and to other telecommunications carriers. U S WEST provides CLEC non-discriminatory access to U S WEST's directory assistance centers, services and directory assistance databases. There are three forms of Directory Assistance Services available pursuant to this SGAT -- Directory Assistance Service, Directory Assistance List Services, and Directory Assistance Database Service. These services are available with call branding, generic branding and Directory Assistance call completion options.

10.5.1.1.1 Directory Assistance Service – U S WEST branded or customer branded Directory Assistance Service. The published and non-listed telephone

numbers provided within the relevant geographic area are those contained in U S WEST's then current Directory Assistance database.

10.5.1.1.1.1 Regional Directory Assistance Service - Allows CLEC's end users to receive published and non-listed telephone numbers within the caller's NPA/LATA geographic areas, whichever is greater, in U S WEST's 14 state operating territory.

10.5.1.1.1.2 National Directory Assistance Service - Allows CLEC's end users to receive listings from U S WEST's Regional Directory Assistance database and from the database of the National Directory Assistance services vendor selected by U S WEST. CLEC must subscribe to Regional Directory Assistance Service to subscribe to National Directory Assistance service.

10.5.1.1.1.3 Call Branding Service – Allows CLEC's end users to receive the service options listed in 10.5.1.1.1.1 and 10.5.1.1.1.2 branded with the brand of CLEC, where technically feasible. Call Branding announces CLEC's name to CLEC's end user at the start and completion of the call. Call Branding is an optional service available to CLEC. If CLEC selects the Call Branding option, U S WEST will provide Call Branding to CLEC, where technically feasible.

a) Front End Brand - Announces CLEC's name to CLEC's end user at the start of the call. There is a nonrecurring charge to setup and record the Front End Brand message.

b) Back End Brand - Announces CLEC's name to CLEC's end user at the completion of the call. There is a nonrecurring charge to setup and record the Back End Brand message.

10.5.1.1.1.4 Directory Assistance Call Completion service - Allows CLEC's end users to connect, where technically feasible, to the requested local or intraLATA telephone number directly, using the U S WEST intraLATA toll network, without having to dial another call.

10.5.1.1.2 Directory Assistance List Services – Directory Assistance List Services is the bulk transfer of U S WEST's Directory Assistance database under a non-exclusive, non-transferable, revocable license to use the information solely for the purpose of providing Directory Assistance Service to its end user customers and incidental use by carriers subject to the terms and conditions of this SGAT. See Section 10.6 for terms and conditions relating to the Directory Assistance List Services.

10.5.1.1.2.1 If CLEC elects to build its own directory assistance service, it can obtain U S WEST directory listings through the purchase of the Directory Assistance List.

10.5.1.1.3 Directory Assistance Database Service – U S WEST shall provide CLEC non-discriminatory access to U S WEST's Directory Assistance Database or "Directory1" database, where technically feasible, on a "per dip" basis.

10.5.2 Terms and Conditions

10.5.2.1 U S WEST will provide CLEC non-discriminatory access to U S WEST's directory assistance databases, directory assistance centers and personnel to provide Directory Assistance service.

10.5.2.2 U S WEST's Directory Assistance database contains only those published and non-listed telephone number listings obtained by U S WEST from its own end users and other Telecommunications Carriers.

10.5.2.3 U S WEST will provide access to Directory Assistance Service via dedicated multi-frequency (MF) operator service trunks. CLEC may purchase operator service trunks from U S WEST or provide them itself. These operator service trunks will be connected directly to U S WEST's Directory Assistance host switch or directly to a remote Directory Assistance switch. CLEC will be required to order or provide at least one operator services trunk for each NPA served.

10.5.2.4 U S WEST will perform Directory Assistance Services for CLEC in accordance with operating methods, practices, and standards in effect for all U S WEST end users. U S WEST will provide the same priority of handling for CLEC's end user calls to U S WEST's Directory Assistance service as it provides for its own end user calls. Calls to U S WEST's directory assistance are handled on a first come, first served basis, without regard to whether calls are originated by CLEC or U S WEST end users.

10.5.2.5 Call Branding for Directory Assistance will entail recording and setting up a brand message. Where technically necessary, dedicated interoffice facilities may be required.

10.5.2.6 If CLEC elects to access the U S WEST Directory Assistance databases on a per dip basis, U S WEST will provide to CLEC the facility and equipment specifications necessary to enable CLEC to obtain compatible facilities and equipment.

10.5.2.7 CLEC's customers may dial 1+411 or 1+NPA+555-1212 to access U S WEST.

10.5.2.8 A facility-based CLEC may choose to have its customers dial a unique number or use the same dialing pattern as U S WEST end users to access U S WEST Directory Assistance operators.

10.5.3 Rate Elements

The following rate elements apply to directory assistance service and are contained in Exhibit A of this SGAT.

10.5.3.1 A per call rate is applicable for Regional Directory Assistance and National Directory Assistance Service selected by CLEC.

10.5.3.2 A non-recurring setup and recording fee will be charged for establishing each Call Branding option. Such non-recurring fee must be paid before service commences.

10.5.3.3 A per call rate is applicable for Call Completion. Additional charges for U S WEST IntraLATA Toll Service may also apply for completed IntraLATA Toll calls.

10.5.4 Ordering Process

CLEC will order Directory Assistance Service by completing the "U S WEST Operator Services/Directory Assistance Questionnaire for Local Service Providers." The "U S WEST Operator Services/Directory Assistance Questionnaire for Local Service Providers" may be obtained from CLEC's U S WEST account manager.

10.5.5 Billing

10.5.5.1 U S WEST will track and bill CLEC on a monthly basis for the number of calls placed to U S WEST's Directory Assistance service by CLEC's end users.

10.5.5.2 For purposes of determining when CLEC is obligated to pay the per call rate, the call shall be deemed made and CLEC shall be obligated to pay when the call is received by the Operator Services switch. Further, an end user may request and receive no more than two telephone numbers per Directory Assistance call. U S WEST will not credit, rebate or waive the per call charge due to any failure to provide a telephone number.

10.6 Directory Assistance List

10.6.1 Description

10.6.1.1 Directory Assistance List (DA List) Information consists of name, address and telephone number information for end users of U S WEST and other LECs and, where available, related elements required in the provision of Directory Assistance service to CLEC's end users. In the case of end users who have non-published listings, U S WEST shall provide the end user's local numbering plan area ("NPA"), address, and an indicator to identify the non-published status of the listing to CLEC; however, U S WEST will not provide the non-published telephone number.

10.6.1.2 U S WEST will provide DA List Information via initial loads and daily updates either by means of a magnetic tape or Network Data Mover (NDM) or as otherwise mutually agreed upon by the Parties. U S WEST will provide all changes, additions or deletions to the DA List Information overnight on a daily basis. The Parties will use a mutually agreed upon format for the data loads.

10.6.1.3 DA List Information shall specify whether the U S WEST subscriber is a residential, business, or government subscriber, and the listings of other carriers will specify such information where it has been provided on the carrier's listing order.

10.6.1.4 In the event CLEC requires a reload of DA List Information from U S WEST's database in order to validate, synchronize or reconcile its database, a reload will be made available according to the rate specified in Exhibit A.

10.6.1.5 U S WEST and CLEC will cooperate in the designation of a location to which the data will be provided.

10.6.2 Terms and Conditions

10.6.2.1 U S WEST grants to CLEC a non-exclusive, non-transferable, revocable license to use the DA List Information solely for the purpose of providing DA service to its end user customers and incidental use by carriers, subject to the terms and conditions of this SGAT. As it pertains to the DA List Information in this SGAT, "Directory Assistance Service" shall mean the provision, via a live operator or a mechanized system, of telephone number and address information for an identified telephone service end user or the name and/or address of the telephone service end user for an identified telephone number.

10.6.2.2 CLEC shall not use the DA List Information provided hereunder for any other purpose whatsoever. By way of example and not limitation, U S WEST's DA List Information shall not be used by CLEC for soliciting subscribers, telemarketing, creating or distributing marketing lists or other compilations of marketing information, or for publishing any form of a directory.

10.6.2.3 U S WEST shall retain all right, title, interest and ownership in and to the DA Listing Information it provides hereunder. CLEC acknowledges and understands that while it may disclose the names, addresses, and telephone numbers (or an indication of non-published status) of U S WEST's end users to a third party calling its Directory Assistance for such information, the fact that such end user subscribes to U S WEST's telecommunications services is confidential and proprietary information and shall not be disclosed to any third party.

10.6.2.4 CLEC shall not sublicense, copy or allow any third party to access, download, copy or use the DA List Information, or any portions thereof, or any information extracted therefrom. Each Party shall take commercially reasonable and prudent measures to prevent disclosure and unauthorized use of U S WEST's DA List Information at least equal to the measures it takes to protect its own confidential and proprietary information, including but not limited to implementing adequate computer security measures to prevent unauthorized access to U S WEST's DA List Information when contained in any database.

10.6.2.5 Any disclosure of the fact that an end user subscribes to U S WEST's telecommunications services or unauthorized use of U S WEST's DA List Information shall be considered a material breach of this SGAT and shall be resolved under the Dispute Resolution provisions of this SGAT.

10.6.2.6 Within five (5) days after the expiration or earlier termination of this SGAT, CLEC shall (a) return and cease using any and all DA List Information which it has in its possession or control, (b) extract and expunge any and all copies of such DA List Information, any portions thereof, and any and all information extracted therefrom, from its files and records, whether in print or electronic form or in any other media whatsoever, and (c) provide a written certification to U S WEST from an officer that all of the foregoing actions have been completed.

10.6.2.7 CLEC is responsible for ensuring that it has proper security measures in place to protect the privacy of the end user information contained within the DA List Information. CLEC must remove from its database any telephone number for an end user whose listing has become non-published when so notified by U S WEST.

10.6.2.8 Audits -- In accordance with Section 18, U S WEST may request a comprehensive audit of CLEC's use of the DA List Information. In addition to the terms specified in 19, the following also apply:

10.6.2.8.1 As used herein, "Audit" shall mean a comprehensive review of the other Party's delivery and use of the DA List Information provided hereunder and such other Party's performance of its obligations under this SGAT. Either Party (the "Requesting Party") may perform up to two (2) Audits per 12-month period commencing with the effective date of this SGAT. U S WEST shall be entitled to "seed" or specially code some or all of the DA List Information that it provides hereunder in order to trace such information during an Audit and ensure compliance with the disclosure and use restrictions set forth in Section 10.6.2.2above.

10.6.2.8.2 All paper and electronic records will be subject to audit.

10.6.3 Rate Elements

Recurring and non-recurring rate elements for DA List Information are described below and are contained in Exhibit A of this SGAT.

10.6.3.1 Initial Database Load -- A "snapshot" of data in the U S WEST DA List Information database or portion of the database at the time the order is received.

10.6.3.2 Reload -- A "snapshot" of the data in the U S WEST DA List Information database or portion of the database required in order to refresh the data in CLEC's database.

10.6.3.3 Daily Updates -- Daily change activity affecting DA List Information in the listings database.

10.6.3.4 One-Time Set-Up Fees -- Charges for special database loads.

10.6.3.5 Output Charges -- Media charges resulting from either the electronic transmission or tape delivery of the DA List Information, including any shipping costs.

10.6.4 Ordering

10.6.4.1 CLEC may order the initial DA List Information load or update files for U S WEST's local exchange service areas in its 14 state operating territory or, where technically feasible, CLEC may order the initial DA List Information load or update files by U S WEST White Page Directory Code or NPA.

10.6.4.2 Special requests for data at specific geographic levels (such as NPA) must be negotiated in order to address data integrity issues.

10.6.4.3 CLEC shall use the Directory Assistance List Order Form found in the Interconnect & Resale Resource Guide.

10.7 Toll and Assistance Operator Services

10.7.1 Description

10.7.1.1 Toll and assistance operator services are a family of offerings that assist end users in completing local and long distance calls. U S WEST provides nondiscriminatory access to U S WEST operator service centers, services and personnel.

10.7.1.1.1 Local Assistance. Assists CLEC end users requesting help or information on placing or completing local calls, connects CLEC end users to home NPA directory assistance, and provides other information and guidance, including referral to the business office and repair, as may be consistent with U S WEST's customary practice for providing end user assistance.

10.7.1.1.2 IntraLATA Toll Assistance. Assists CLEC end users requesting help or information on placing or completing intraLATA toll calls. Nothing in this Section is intended to obligate U S WEST to provide any toll services to CLEC or CLEC's end users. U S WEST will direct CLEC's end user to contact its provider to complete intraLATA toll calls.

10.7.1.1.3 Emergency Assistance. Provide assistance for handling a CLEC end user's local and intraLATA toll calls to emergency agencies, including but not limited to, police, sheriff, highway patrol and fire. CLEC is responsible for providing U S WEST with the appropriate emergency agency numbers and updates.

10.7.1.1.4 Busy Line Verification ("BLV") is performed when CLEC's end user requests assistance from the operator bureau to determine if the called line is in use. The operator will not complete the call for the end user initiating the BLV inquiry. Only one BLV attempt will be made per end user call, and a charge shall apply.

10.7.1.1.5 Busy Line Interrupt ("BLI") is performed when CLEC's end user requests assistance from the operator to interrupt a telephone call in progress. The operator will interrupt the busy line and inform the called party that there is a call waiting. The operator will not connect CLEC's end user and the calling party. The operator will make only one BLI attempt per end user call and the applicable charge applies whether or not the called party releases the line.

10.7.1.1.6 Quote Service – Provide time and charges to hotel/motel and other CLEC end users for guest/account identification.

10.7.2 Terms and Conditions

10.7.2.1 Interconnection to the U S WEST Operator Services platform is technically feasible at two distinct points on the trunk side of the platform. The first connection point is an operator services trunk connected directly to the U S WEST Operator Services host switch. The second connection point is an operator services trunk connected directly to a remote U S WEST Operator Services switch.

10.7.2.2 Trunk provisioning and facility ownership must follow U S WEST guidelines.

10.7.2.3 In order for CLECs to use U S WEST's operator services, each NPA served requires an operator service trunk between CLEC's end office and the Interconnection point on the U S WEST switch.

10.7.2.4 The technical requirements of operator service trunk are covered in the Operator Services Systems Generic Requirement (OSSGR), Bellcore document FR-NWT-000271, Section 6 (Signaling) and Section 10 (System Interfaces) in general requirements form.

10.7.2.5 Each Party's operator bureau shall accept BLV and BLI inquiries from the operator bureau of the other Party in order to allow transparent provision of BLV/BLI traffic between the Parties' networks.

10.7.2.6 Each Party shall route BLV/BLI traffic inquiries over separate direct trunks (not the local/intraLATA trunks) established between the Parties' respective operator bureaus.

10.7.2.7 U S WEST will perform Operator Services in accordance with operating methods, practices, and standards in effect for all its end users. U S WEST will respond to CLEC's end user calls to U S WEST's operator services according to the same priority scheme as it responds to U S WEST's end user calls. Calls to U S WEST's operator services are handled on a first come, first served basis, without regard to whether calls are originated by CLEC or U S WEST end users.

10.7.2.8 It is understood that U S WEST shall not be obligated to provide specific operator services where there are facility or technical limitations. U S WEST, in its reasonable discretion, may from time-to-time modify and change the nature, extent, and detail of specific operator services.

10.7.2.9 U S WEST shall maintain adequate equipment and personnel to reasonably perform the Operator Services. CLEC shall provide and maintain the facilities necessary to connect its end users to the locations where U S WEST provides the Operator Services and to provide all information and data needed or reasonably requested by U S WEST in order to perform the Operator Services.

10.7.2.10 Call Branding is an optional service available to CLEC. Call Branding announces CLEC's name to CLEC's end user at the start of the call and at the completion of the call. If CLEC selects the Call Branding option, U S WEST will provide Call Branding to CLEC where technically feasible.

a) Front End Brand – Announces CLEC's name to CLEC's end user at the start of the call. There is a nonrecurring charge to setup and record the Front End Brand message.

b) Back End Brand – Announces CLEC's name to CLEC's end user at the completion of the call. There is a nonrecurring charge to setup and record the Back End Brand message.

10.7.2.11 Call branding for toll and operator services will entail recording and setup of a brand message. Dedicated interoffice facilities will be required where technically necessary. CLEC must provide a forecast of the expected volume of calls.

10.7.2.12 CLECs customers may dial "0" or "0+" to access U S WEST operator services. A facility-based CLEC may choose to have its customers access U S WEST operators by dialing a unique number or by using the same dialing pattern as U S WEST end users.

10.7.3 Rate Elements

U S WEST toll and assistance operator services are offered under two pricing options. Option A offers a per message rate structure. Option B offers a work second or a per call structure. Applicable recurring and nonrecurring rate elements are detailed below and in Exhibit A of this SGAT.

10.7.3.1 Option A - Operator Services Rate Elements

10.7.3.1.1 Operator Handled Calling Card – For each completed calling card call that was dialed 0+ where the operator entered the calling card number.

10.7.3.1.2 Machine Handled Call – For each completed call that was dialed 0+ where the end user entered the required information, such as calling card number.

10.7.3.1.3 Station Call – For each completed station call, including station sent paid, collect, third number special billing or 0- calling card call.

10.7.3.1.4 Person Call – For each completed person to person call regardless of the billing used by the end user.

10.7.3.1.5 Connect to Directory Assistance – For each operator placed call to directory assistance.

10.7.3.1.6 Busy Line Verify – For each call where the operator determines that conversation exists on a line.

10.7.3.1.7 Busy Line Interrupt – For each call where the operator interrupts conversation on a busy line and requests release of the line.

10.7.3.1.8 Operator Assistance – For each local call, whether completed or not, that does not potentially generate an operator surcharge. These calls

include, but are not limited to: calls given the DDD rate because of transmission problems; calls where the operator has determined there should be no charge, such as Busy Line Verify attempts where conversation was not found on the line; calls where the end user requests information from the operator and no attempt is made to complete a call; and calls for quote service.

10.7.3.1.9 "Completed call" as used in this Section shall mean that the end user makes contact with the location, telephone number, person or extension designated by the end user.

10.7.3.2 Option B - Per Work Second and Computer Handled Calls

10.7.3.2.1 Operator Handled - CLEC will be charged per work second for all calls originating from its end users and facilities that are routed to U S WEST's operator for handling. Work second charging begins when the U S WEST operator position connects with CLEC's end user and terminates when the connection between the U S WEST operator position and CLEC's end user is terminated.

10.7.3.2.2 Machine handled - calls that are routed without operator intervention. Machine handled calls include, but are not limited to, credit card calls where the end user enters the calling card number, calls originating from coin telephones where the computer requests deposit of coins, additional end user key actions, recording of end user voice, etc.

10.7.3.3 Call Branding Nonrecurring Charge. U S WEST will charge to CLEC a nonrecurring setup and recording fee for establishing each Call Branding option. CLEC must pay such non-recurring charge prior to commencement of the service.

10.7.4 Ordering Process

CLEC will order Operator Services by completing the "U S WEST Operator Services/Directory Assistance Questionnaire for Local Service Providers." Copies of the "U S WEST Operator Services/Directory Assistance Questionnaire for Local Service Providers" may be obtained from CLEC's designated U S WEST account manager.

10.7.5 Billing

10.7.5.1 U S WEST will track usage and bill CLEC for the calls placed by CLEC's end users and facilities.

10.7.5.2 U S WEST will compute CLEC's invoice based on both Option A (Price Per Message) and Option B (Price Per Work Second and Computer Handled Calls). U S WEST will charge CLEC whichever option results in a lower charge.

10.7.5.3 If, due to equipment malfunction or other error, U S WEST does not have available the necessary information to compile an accurate billing statement, U S WEST may render a reasonably estimated bill, but shall notify CLEC of the methods of such estimate and cooperate in good faith with CLEC to establish a fair, equitable estimate. U S WEST shall render a bill reflecting actual billable quantities when and if the information necessary for the billing statement becomes available.

10.8 Access to Poles, Ducts, Conduits, and Rights of Way

10.8.1 Description

10.8.1.1 Pole Attachments - U S WEST will lease available pole attachment space to CLEC for the placing of CLEC's facilities for the purpose of transmitting Telecommunications Services.

10.8.1.2 Ducts and Conduits - U S WEST will lease available underground ducts/conduits to CLEC for the purpose of placing CLEC's facilities for transmitting Telecommunications Services.

10.8.2 Terms and Conditions

U S WEST shall provide CLEC non-discriminatory access to poles, ducts, conduit and rights of way on terms and conditions found in the U S WEST Pole and Attachment And/Or Innerduct Occupancy General Terms and Conditions. U S WEST will not favor itself over CLEC when provisioning access to poles, ducts, conduits and rights of way. U S WEST shall not give itself preference when assigning space.

10.8.2.1 Subject to the provisions of this SGAT, U S WEST agrees to issue to CLEC authorization for CLEC to attach, maintain, rearrange, transfer and remove at its sole expense its facilities on Poles/Innerduct owned in whole or in part by U S WEST, subject to Orders placed by CLEC. Any and all rights granted to CLEC shall be subject to and subordinate to any future local, state and/or federal requirements.

10.8.2.2 U S WEST will rely on such codes as the National Electrical Safety Code (NESC) to prescribe standards with respect to capacity, safety, reliability, and general engineering principles.

10.8.2.3 Federal requirements, such as those imposed by Federal Energy Regulatory Commission (FERC) and Occupational Safety and Health Administration (OSHA), will continue to apply to the extent such requirements affect requests for attachments or occupancy to U S WEST facilities under Section 224(f)(1) of the Act.

10.8.2.4 CLEC shall provide a map of the requested Poles/Innerduct route, including estimated distances between major points, the identification and location of the Poles/Innerduct and a description of CLEC's facilities. U S WEST agrees to provide to CLEC relevant plats, maps, engineering records and other data within a reasonable time of receiving a bona fide request for such information.

10.8.2.5 Except as expressly provided herein, nothing herein shall be construed to compel U S WEST to construct, install, modify or place any Poles/Innerduct or other facility for use by CLEC.

10.8.2.6 U S WEST retains the right to determine the availability of space on Poles/Innerduct consistent with 47 USC § 224 and FCC rules pursuant to 47 USC § 224. In the event U S WEST determines that a amount of rearrangement of the existing facilities on Poles/Innerduct is required before CLEC's facilities can be

accommodated, the cost of such modification will be included in CLEC's nonrecurring charges for the associated Order ("Make-Ready fee").

10.8.2.7 U S WEST shall make manhole ingress and egress for Innerduct access available to CLEC. U S WEST will perform a feasibility study to determine whether to provide a stub out via the pre-constructed knock out within the manhole, or to perform a core drill of the manhole.

10.8.2.8 Where such authority does not already exist, CLEC shall be responsible for obtaining the necessary legal authority to occupy Poles/Innerduct on governmental, federal, Native American, and private rights of way. CLEC shall obtain any permits, licenses, bonds, or other necessary legal authority and permission, at CLEC's sole expense, in order to perform its obligations under this SGAT. CLEC shall contact all owners of public and private rights-of-way to obtain the permission required to perform the work prior to entering the property or starting any work thereon. CLEC shall comply with all conditions of rights-of-way and permits. Once such permission is obtained, all such work will be performed by U S WEST.

10.8.2.9 Access to a U S WEST Central Office manhole will be permitted on a case-by-case basis. If space is available, U S WEST will allow access through the Central Office manhole to the POI (Point of Interconnection).

10.8.2.10 If CLEC requests U S WEST to replace or modify existing Poles/Innerduct to increase its strength or capacity for the sole benefit of CLEC, CLEC shall pay U S WEST the total replacement cost, U S WEST's cost to transfer its attachments to new Poles/Innerduct, as necessary, and the cost for removal (including destruction fees) of the replaced Poles/Innerduct, if necessary. Ownership of new Poles/Innerduct shall vest to U S WEST. To the extent that a modification is incurred for the benefit of multiple parties, CLEC shall pay a proportionate share of the total cost based on the ratio of the amount of new space occupied by the facilities to the total amount of space occupied by all parties joining the modification. Modifications that occur in order to bring Poles/Innerduct into compliance with applicable safety or other requirements shall be deemed to be for the benefit of multiple parties and CLEC shall be responsible for its share of the modification cost. U S WEST does not and will not favor itself over other carriers when provisioning access to poles, innerduct and rights-of-way.

10.8.2.11 U S WEST reserves the right to make on-site/final construction, inspections of CLEC's facilities occupying the Poles/Innerduct system. CLEC shall reimburse U S WEST for the cost of such inspections except where specified in this Section.

10.8.2.12 When final construction inspection by U S WEST has been completed, CLEC shall correct such non-complying conditions within the period of time specified by U S WEST in its written notice. If corrections are not completed within the specified period, occupancy authorizations for the Poles/Innerduct system where non-complying conditions remain uncorrected shall suspend forthwith, regardless of whether CLEC has energized the facilities occupying said Poles/Innerduct system and CLEC shall remove its facilities from said Poles/Innerduct in accordance with the provisions of this Section. U S WEST may deny further occupancy authorization to CLEC until such non-complying conditions are corrected or until CLEC's facilities are removed from the

Poles/Innerduct system where such non-complying conditions exist. If agreed between both Parties, U S WEST shall perform or have performed such corrections and CLEC shall pay U S WEST the cost of performing such work. Subsequent inspections to determine if appropriate corrective actions have been taken may be made by U S WEST.

10.8.2.13 Once CLEC's facilities begin occupying the Poles/Innerduct system, U S WEST may perform periodic inspections. U S WEST shall bear the cost of such inspections unless the results of the inspection reveal any violation or hazard, or that CLEC has in any other way failed to comply with the provisions of this SGAT; in which case CLEC shall reimburse U S WEST the costs of inspections and re-inspections, as required. CLEC's representative may accompany U S WEST on such field inspections. The cost of periodic inspection or any special inspections found necessary due to the existence of sub-standard or unauthorized occupancies shall be billed separately.

10.8.2.14 The costs of inspections made during construction and/or the final construction survey and subsequent inspection shall be billed to CLEC upon completion of the inspections.

10.8.2.15 Final construction, subsequent, and periodic inspections or the failure to make such inspections, shall not impose any liability of any kind upon U S WEST nor relieve CLEC of any responsibilities, obligations, or liability assigned under this SGAT.

10.8.2.16 CLEC may use individual workers of its choice to perform any work necessary for the attaching of its facilities so long as such workers have the same qualifications and training as U S WEST's workers. CLEC may use any contractor approved by U S WEST to perform Make-Ready Work.

10.8.3 Rate Elements

U S WEST fees for attachments are in accordance with Section 224 of the Act and FCC rules promulgated thereunder, as well as the rates established by the Commission including the following rates, as reflected in Exhibit A.

10.8.3.1 Inquiry Fee. A non-refundable charge used to recover the costs associated with performing an internal record review to determine if a requested route and/or facility is available for lease.

10.8.3.2 Field Verification Fee. A non-refundable charge which recovers the field survey required for a site investigation and to determine scope of any required make-ready work.

10.8.3.3 Make-Ready Work. A non-refundable charge which recovers the necessary work required to make the requested facility available for lease. For innerduct leases, this could include, but is not limited to, the placing of innerduct in conduit/duct systems or core drilling of manholes. For pole attachment requests, this could include, but is not limited to, the replacement of poles to meet required clearances over roads or land.

10.8.3.4 Pole Attachment Fee. An annual fee which is charged for the occupancy of one foot of pole space.

10.8.3.5 Innerduct Occupancy Fee. An annual fee which is charged for the occupancy of an innerduct on a per foot basis.

10.8.4 Ordering

The Ordering Process includes the following procedures:

10.8.4.1 Inquiry. CLEC will supply the General Information section of the U S WEST Pole and Anchor Attachment and/or Innerduct Occupancy Form along with the Inquiry Fee.

10.8.4.2 There are two forms of inquiries, standard inquiries and nonstandard inquiries.

10.8.4.2.1 A standard inquiry may include any or all of the following items:

- Not more than 30 manhole sections
- Not more than 100 poles
- Not more than 2 miles of linear private rights of way

10.8.4.2.2 Nonstandard inquiries are those inquiries that exceed the requirements shown above for standard inquiries. Nonstandard inquiries must be negotiated on an individual basis.

10.8.4.3 Within 10 days of receipt of a standard inquiry for access of poles or innerducts, U S WEST will perform a records verification only of the requested route, distances, structure ownership, number of manholes, and/or number of poles as appropriate and provide a Poles/Innerduct Permit Processing Costs Quotation (estimated costs for field verification). The field verification required for innerduct lease requests includes the identification and mapping of conduits and respective innerducts and the identification of any make ready work required to make innerduct available. The field verification required for pole attachments will include a physical inspection of all U S WEST poles along the requested route for available space to attach, identification of clearance requirements and any required make ready work that would be required in order to add additional attachments. The Poles/Innerduct Permit Processing Costs Quotation shall be valid for ninety (90) calendar days.

10.8.4.6 The costs included in the Cost Quotation will recover the actual costs incurred by U S WEST in determining if Poles/Innerduct space is available to meet CLEC's request; however, CLEC will be responsible for payment of the actual costs incurred if such costs exceed the estimate. If the actual costs are less than the estimate, an appropriate credit will be made towards the Poles/Innerduct Make-Ready or nonrecurring fees. If U S WEST denies the Poles/Innerduct request, U S WEST will refund the difference between the costs incurred and those prepaid by CLEC, if any.

10.8.4.7 Upon review and acceptance of the Cost Quotation and payment of the estimated costs, U S WEST will commence the field verification. Within 35 days of

CLEC's acceptance of the Cost Quotation and payment of the estimated costs regarding a standard inquiry, U S WEST will grant or deny the standard inquiry. Denials shall be in writing and shall be specific and include all relevant evidence or information supporting the denial pursuant to 47 USC § 224(f)(2).

10.8.4.8 If the inquiry is granted, U S WEST shall provide CLEC a Poles/Innerduct Order containing estimated Make-Ready costs, field survey drawings, and annual recurring charges. Upon receipt of an accepted Poles/Innerduct Order from CLEC and applicable payment for the Make-Ready fees identified, U S WEST will assign CLEC's requested space and complete the Make-Ready work which may be required. Unless U S WEST is requested by CLEC to perform work associated with the attachment of facilities, U S WEST will notify CLEC when Poles/Innerduct are ready for attachment of facilities.

10.8.4.9 For the period beginning at the time of the making of a granted inquiry and ending ninety (90) days following the grant of an inquiry, U S WEST shall reserve such available poles, ducts, conduit, and right of way for CLEC that CLEC may reasonably request. CLEC shall pay an appropriate reservation fee mutually agreed upon by the Parties for such reservation and shall elect whether to accept the poles, ducts, conduits, or right of way within the ninety (90) day period following the granting of the inquiry. CLEC may accept such facilities by sending written notice to U S WEST.

10.8.4.9.1 During the reservation period, if another party, including U S WEST, makes a bona fide and good faith request for the use of any poles, ducts, conduits or right of way that CLEC has previously reserved, CLEC shall have a "right of first refusal" over these facilities. If CLEC chooses to exercise its right of first refusal, it shall do so by providing U S WEST written notice of same within ten (10) business days following receipt of written notice from U S WEST advising CLEC of the bona fide and good faith request.

10.8.4.9.2 To ensure proper use of reserved facilities, after the expiration of the reservation period or upon exercise of its right of first refusal, whichever occurs earlier, CLEC must begin paying the rates for access (whether or not it has actually installed or attached facilities) and shall begin construction on the facility within six (6) months or release its reservation.

10.8.4.9.3 After acceptance by CLEC, CLEC shall have six (6) months to begin attachment and/or installation of its facilities to the poles, ducts, conduit and right of way or request U S WEST to begin make ready or other construction activities. Any such construction, installation or make ready by CLEC shall be completed by the end of one (1) year after written notice of acceptance. CLEC shall not be in default of the six-month or one-year requirement above if such default is caused in any way by any action, inaction or delay on the part of U S WEST or its affiliates or subsidiaries.

10.8.5 Billing

CLEC agrees to pay U S WEST Poles/Innerduct usage fees ("Fees") as specified in the Order. Fees will be computed in compliance with applicable local, state and federal guidelines. Such Fees will be assessed on an annual basis with a \$100.00 minimum per application. Annual

Fees will be assessed as of January 1 of each year. Fees are not refundable except as expressly provided herein.

10.8.6 Maintenance and Repair

In the event of any service outage affecting both U S WEST and CLEC, repairs shall be effectuated on a nondiscriminatory basis as established by local, state or federal requirements. Where such requirements do not exist, repairs shall be made in the following order: electrical, telephone (local), telephone (long distance), and cable television, or as mutually agreed to by the users of the affected Poles/Innerduct.

10.9 Unbundled Dedicated Interoffice Transport (UDIT)

U S WEST shall provide Unbundled Dedicated Interoffice Transport (UDIT) in a non-discriminatory manner according to the following terms and conditions.

10.9.1 Description

10.9.1.1 Unbundled Dedicated Interoffice Transport (UDIT) provides CLEC with a network element of a single transmission path between U S WEST Wire Centers in the same LATA and state. The UDIT Entrance Facility provides transport from the U S WEST Serving Wire Center to the CLEC's wire center or an IXC's point of presence. UDIT is a flat rated bandwidth-specific interoffice transmission path designed to a DSX in each U S WEST Wire Center. UDIT is available in DS0, DS1 and DS3 where facilities are available. UDIT is also available in OC-n bandwidths on an ICB basis where available. CLEC can assign channels and transport its choice of voice or data. Specifications, interfaces and parameters are described in Technical Publication 77389.

10.9.1.2 An Unbundled Multiplexer is offered as a stand alone element associated with UDIT. A 3/1 Multiplexer provides CLEC with the ability to de-multiplex the DS3 44.736 Mbps signal to 28 DS1 1.544 Mbps channels. The 3/1 Multiplexer, in conjunction with an ITP, provides a DS3 signal terminated at a demarcation point and 28 DS1 signals terminated at a demarcation point. A 1/0 Multiplexer provides CLEC with the ability to de-multiplex the DS1 1.544 Mbps signal to 24 DS0 64 Kbps channels. The 1/0 Multiplexer provides a DS1 signal terminated at a demarcation point and 24 DS0 signals terminated at a demarcation point.

10.9.2 Terms and Conditions

10.9.2.1 CLEC is responsible for performing cross connections at a demarcation point between UDIT and other unbundled loops, ancillary and finished services and transmission design work, including regeneration requirements for such connections.

10.9.2.2 CLEC must order all multiplexing elements and regeneration requirements with its initial installation for the 3/1 Multiplexer, including all 28 DS1s and the settings on the multiplexer cards. If options are not selected and identified on the order by CLEC, the order will be held until options are selected. For the 1/0 Multiplexer, the low side channels may be ordered as needed. Low Side Channelization charges are assigned as channels are ordered.

10.9.2.3 CLEC shall not use unbundled interoffice transport as substitutes for special or switched access services, except to the extent CLEC provides such services to its end users in association with local exchange services.

10.9.3 Rate Elements

10.9.3.1 DS1 UDIT rates are contained in Exhibit A of this SGAT and include the following elements:

- a) DS1 Transport Termination (Fixed) Rate Element. This recurring rate element provides a 1.544 Mbps termination at a DSX or DCS. In addition to the fixed rate element, a per-mile rate element, as described below, also applies.
- b) DS1 Transport Facilities (Per Mile) Rate Element. This recurring rate element provides a transmission path of 1.544 Mbps between U S WEST Wire Centers. This is a mileage sensitive element based on the V&H coordinates of the DS1 UDIT. The mileage is calculated between the originating and terminating offices.
- c) DS1 Entrance Facility Rate Element. This recurring rate element provides a transmission path of 1.544 Mbps between a U S WEST Wire Center and CLEC wire center or IXC point of presence.
- d) DS1 Non-Recurring Charge. One-time charges apply for a specific work activity associated with installation of the DS1 service.

10.9.3.2 DS3 UDIT rates are contained in Exhibit A of this SGAT and include the following elements:

- a) DS3 Transport Termination (Fixed) Rate Element. This recurring rate element provides a 44.736 Mbps termination. In addition to the fixed rate element, a per-mile rate element, as described below, also applies.
- b) DS3 Transport Facilities (Per Mile) Rate Element. This recurring rate element provides a transmission path of 44.736 Mbps between U S WEST Wire Centers. This is a mileage sensitive element based on the V&H coordinates of the DS3 UDIT. The mileage is calculated between the originating and terminating offices.
- c) DS3 Entrance Facility Rate Element. This recurring rate element provides a transmission path of 44.736 Mbps between a U S WEST wire center and CLEC wire center or IXC point of presence.
- d) DS3 Non-Recurring Charge. One-time charges apply for a specific work activity associated with installation of the DS3 service.

10.9.3.3 DS0 UDIT rates are contained in Exhibit A of this SGAT and include the following elements:

a) DS0 Transport Termination (Fixed) Rate Element. This recurring rate element provides a 64 Kbps termination. In addition to the fixed rate element, a per-mile rate element, as described below, also applies.

b) DS0 Transport Facilities (Per Mile) Rate Element. This recurring rate element provides a transmission path of 64 Kbps between U S WEST Wire Centers. This is a mileage sensitive element based on the V&H coordinates of the DS0 UDIT. The mileage is calculated between the originating and terminating offices.

c) DS0 Non-Recurring Charge. One-time charges apply for a specific work activity associated with installation of the DS0 service.

10.9.3.4 Low Side Channelization (LSC) Charge. A recurring charge for low side multiplexed channel cards and settings at each end of the DS0 UDIT.

10.9.3.5 3/1 Multiplexing rates are contained in Exhibit A of this SGAT, and include the following:

a) Recurring Multiplexing Charge. The DS3 Central Office Multiplexer provides de-multiplexing of one DS3 44.736 Mbps to 28 1.544 Mbps channels.

b) Non-recurring Multiplexing Charge. One-time charges apply for a specific work activity associated with installation of the Multiplexing service.

10.9.3.6 1/0 Multiplexing rates are contained in Exhibit A of this SGAT, and include the following charges:

a) Recurring Multiplexing Charge. The DS0 Central Office Multiplexer provides de-multiplexing of one DS1 1.544 Mbps to 24 64 Kbps channels.

b) Non-recurring Multiplexing Charge. One-time charges apply for a specific work activity associated with installation of the Multiplexing service, including low side channelization of all 28 channels.

c) Low Side Channelization (LSC). A recurring charge for low side multiplexed channel cards and settings plus a non-recurring charge for each individual channelization provisioning.

10.9.4 Ordering Process

10.9.4.1 Ordering processes and installation intervals are as follows:

10.9.4.1.1 UDIT is ordered via the ASR process. Ordering processes are contained in Section 12 of this SGAT.

10.9.4.1.2 Standard installation intervals for UDIT are contained in the Interconnect & Resale Resource Guide.

10.9.4.1.3 Subsequent changes to the quantity of services on an existing order will require a revised order. Also, additional charges apply for the following modifications to existing orders:

- Service date changes;
- Partial cancellation;
- Design change; and
- Expedited order.

10.9.4.1.4 An order may be canceled any time up to and including the service date. Cancellation charges will apply. See Arizona Access tariff for applicable rates.

10.9.4.1.5 Definitions of the most common critical dates that occur during the ordering and installation process are included in Section 4 of this SGAT.

10.9.4.2 UDIT is ordered with basic installation. U S WEST will notify CLEC when the work activity is complete.

10.9.4.3 UDIT 3/1 multiplexing is provisioned as a complete system with terminations at the demarcation point and all multiplexing cards. CLEC must order settings for all cards at the time of the multiplexing request.

10.9.4.4 For UDIT 1/0 multiplexing, the high side is fully provisioned with the order. The low side is provisioned when low side channels are ordered. Optional card settings are selected by CLEC at the time of the DS0 order.

10.9.4.5 U S WEST will perform industry standard tests when installing UDIT service.

10.9.5 Maintenance and Repair

10.9.5.1 The Parties will perform cooperative testing and trouble isolation to identify where trouble points exist. CLEC cross connections will be repaired by CLEC and U S WEST cross connections will be repaired by U S WEST. Maintenance and Repair processes are contained in Section 12 of this SGAT.

10.10 Shared Interoffice Transport

10.10.1 Description

10.10.1.1 Shared Transport is defined as interoffice transmission facilities shared by more than one carrier, including U S WEST, between end office switches, between end office switches and tandem switches, and between tandem switches, and U S WEST's network.

10.10.1.2 Shared Transport is only provided with Local Switch Port elements. The existing routing tables resident in the switch will direct both U S WEST and CLEC traffic over U S WEST's interoffice message trunk network.

10.10.1.3 CLEC may custom route operator services or directory assistance calls to unique operator services/directory services trunks.

10.10.1.4 CLEC may not mix Unbundled Dedicated Interoffice Transport (UDIT) and shared transport in the same local calling area.

10.10.2 Terms and Conditions

10.10.2.1 CLEC shall provide an 18 month forecast of anticipated demand by route to U S WEST.

10.10.10.2 CLEC shall submit forecasts at least quarterly.

10.10.3 Rate Elements

10.10.3.1 Shared Transport will be billed on a minute-of-use basis in accordance with the rate described in Exhibit A.

10.10.4 Ordering Process

Shared Transport is ordered with Unbundled Line Port and unbundled switching via the LSR process. Shared transport is assumed to be the choice of routing when ordering a port, unless specified differently by CLEC. Ordering processes are contained in Section 12 of this SGAT. Installation intervals are contained in the Interconnect & Resale Resource Guide.

10.10.5 Maintenance and Repair

Maintenance and Repair are the sole responsibility of U S WEST. Maintenance and Repair processes are contained in Section 12 of this SGAT.

10.11 Unbundled Customer Controlled Rearrangement Element (UCCRE)

10.11.1 Description

10.11.1.1 Unbundled Customer Controlled Rearrangement Element (UCCRE) provides the means by which CLEC controls the configuration of unbundled network elements (UNEs) or ancillary services on a near real time basis through a digital cross connect device. UCCRE utilizes the DigitalCross-Connect System (DCS). UCCRE is available in U S WEST Wire Centers that contain a DCS and such DCS is UCCRE compatible.

10.11.2 Terms and Conditions

10.11.2.1 DCS ports are DS1, DS3 and Virtual Ports (Virtual Ports are for connecting one end user to another). The DCS port is connected to the demarcation point using tie cables via the appropriate DSX cross-connect panel. The DSX panel serves both as a "Design-To" point and a network interface at the DCS. CLEC is responsible for designing to the "Design-To" point. CLEC may connect the UCCRE ports to its elements or CLEC designated equipment. If CLEC desires DS0 port functionality, CLEC will order a DS1 UCCRE port and provide its own multiplexer (or DS1 UDIT multiplexers) and connect them together. This combination will form the equivalent of 24 DS0-level ports.

10.11.2.2 The reconfiguration of the service is accomplished at the DS0 signal level. Reconfiguration of these services can be accomplished through two methods: Dial Up or Attendant Access.

10.11.2.2.1 Dial Up Access. U S WEST will provide access to mutually agreed upon UCCRE points in those offices where UCCRE is available. U S WEST will provide and engineer this service in the same manner that it is currently provided to U S WEST's end users.

10.11.2.2.2 Attendant Access. When CLEC requests U S WEST to make changes on its behalf, an attendant access charge will apply per transaction.

10.11.3 Rate Elements

10.11.3.1 Recurring rate elements include:

- DS1 Port
- DS3 Port
- Dial Up Access
- Attendant Access

10.11.3.2 Non-recurring rate elements include:

- DS1 Port
- DS3 Port
- Virtual Ports

10.11.4 Ordering Process

10.11.4.1 Ordering processes and installation intervals are contained in Section 12 of this SGAT. UCCRE is ordered via the ASR process.

10.11.4.2 UCCRE is ordered with the Basic Installation option. U S WEST will begin the work activity on the negotiated due date and notify CLEC when the work activity is complete. Test results performed by U S WEST are not provided to CLEC.

10.12 Local Tandem Switching

10.12.1 Description

10.12.1.1 The local tandem switching element establishes a temporary transmission path between two other switches, but does not include the transport needed to complete the call. The local tandem switching element also includes the functions that are centralized in local tandem switches rather than in separate end office switches.

10.12.2 Terms and Conditions

10.12.2.1 If CLEC obtains its local tandem switching from a third party tandem provider, tandem to tandem connections will be required between U S WEST and the third party tandem provider.

10.12.3 Rate Elements

10.12.3.1 A DS1 Trunk Port is a 4-wire DS1 trunk side switch port terminating at a DS1 demarcation point and incurs a non-recurring charge. Each DS1 Tandem Trunk Port includes a subset of 24 DS0 channels capable of supporting local message type traffic and incurs a non-recurring charge to establish trunk group members.

10.12.3.2 Use of local tandem switching is billed on an originating per minute of use basis.

10.12.4 Ordering Process

10.12.4.1 Requests for DS1 Trunk Port(s) must be followed by separate order(s) to channelize trunk ports into DSO trunk group and members as defined in Section 10.9 of this SGAT.

10.12.5 Maintenance and Repair

The Parties will perform cooperative testing and trouble isolation to identify where trouble points exist. CLEC cross connections will be repaired by CLEC and U S WEST cross connections will be repaired by U S WEST. Maintenance and Repair processes are contained in Section 12 of this SGAT.

10.13 Local Switching

10.13.1 Description

10.13.1.1 The unbundled switching encompasses line-side and trunk-side facilities, plus the features, functions, and capabilities of the switch. The features, functions, and capabilities of the switch include the basic switching function, as well as the same basic capabilities that are available to U S WEST's customers. Unbundled switching also includes access to all vertical features that the switch is capable of providing, as well as any technically-feasible customized routing functions. Moreover, CLEC may purchase unbundled switching in a manner that permits CLEC to offer, and bill for, exchange access and termination of local traffic.

10.13.1.2 U S WEST's trunk ports are utilized to access routing tables resident in U S WEST's switch, as necessary to provide access to shared transport. Shared transport is described in Section 10.10 of this SGAT.

10.13.1.3 Unbundled switching also permits CLEC to purchase a dedicated trunk port on the local switch. CLEC may direct originating traffic to such a dedicated trunk via customized routing.

10.13.1.4 Line ports include:
Analog Line Port;
Digital Line Port.

10.13.1.5 Trunk ports include:
DS1 Local Message Trunk Port.

10.13.1.6 The following are attributes of line ports:
Telephone Number;
Directory Listing;
Dial Tone;
Signaling (loop or ground start);
On/Off Hook Detection;
Audible and Power Ringing;
Automatic Message Accounting (AMA) Recording;
Access to 911, Operator Services, and Directory Assistance;
Blocking Options (900 services).

10.13.1.7 Analog Line Port. The analog line port is a two wire interface on the line-side of the end office switch that is extended to the MDF. A separate ITP must be ordered for each analog line-side port to provide the connection from the MDF to the demarcation point. The analog line port enables CLEC to access vertical features. A non-recurring charge applies to establish the line side port, as described in Exhibit A of this SGAT.

10.13.1.8 Vertical features are software attributes on end office switches. Vertical features for the Analog Line Side Port are available separately as follows:

- Call Hold
- Call Transfer
- Three Way Calling
- Call Pickup
- Call Waiting
- Cancel Call Waiting
- Distinctive Ringing
- Speed Call Long – Customer Changeable
- Station Dial Conferencing
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Forwarding Variable
- Call Forwarding Variable Remote
- CLASS Call Waiting ID
- CLASS Calling Name & Number
- CLASS Calling Number Delivery
- CLASS Calling Number Delivery Blocking
- CLASS Continuous Redial
- CLASS Last Call Return
- CLASS Priority Calling
- CLASS Selective Call Forwarding
- CLASS Selective Call Rejection
- CLASS Anonymous Call Rejection
- Call Park (Store & Retrieve)
- Message Waiting Indication A/V

10.13.1.9 Digital Line Side Port (Supporting BRI ISDN)

10.13.1.9.1 Basic Rate Interface Integrated Services Digital Network (BRI ISDN) is a digital architecture that provides integrated voice and data capability (2 wire). A BRI ISDN Port is a Digital 2B+D (2 Bearer Channels for voice or data and 1 Delta Channel for signaling and D Channel Packet) line-side switch connection with BRI ISDN voice and data basic elements. The BRI ISDN Port has interLATA and intraLATA (where available) carrier choice, access to 911, and U S WEST Operator Services. For flexibility and customization, optional features can be added. BRI ISDN Port does not offer B Channel Packet service capabilities. The serving arrangement conforms to the internationally developed, published, and recognized standards generated by International Telegraph and Telephone Union (formerly CCITT).

10.13.1.9.2 Vertical features for the Digital Line Side Port supporting BRI/ISDN are available separately as follows:

- 2 B & D
- 2 Primary Directory Numbers (PDNs)
- Call Appearances – Two per Terminal
- Normal Ringing
- Caller ID Blocking per call

10.13.1.10 Digital Trunk Ports

10.13.1.10.1 DS1 Local Message Trunk Port (Supporting Local Message Traffic). A DS1 Trunk Port is a DS1 trunk side switch port that is extended to the trunk main distributing frame and is connected to the demarcation point through an ITP. Each DS1 Trunk Port includes a subset of 24 DS0 channels capable of supporting local message type traffic. Requests for DS1 Trunk Port(s) must be followed by a separate order for a Message Trunk Group, as further described in this Section. A non-recurring charge applies to establish the trunk port and are contained in Exhibit A of this SGAT.

10.13.1.10.2 Message Trunk Group. A Message Trunk Group is a software feature that establishes the trunk group and its associated trunk members. Signaling and addressing attributes are defined at the group level. Trunk members may be associated with individual channels of the DS1 Trunk Port.

10.13.1.10.3 Requests for establishing new outgoing and two-way Message Trunk Groups must be coordinated with and followed by requests for Customized Routing. Incoming only trunk groups do not require Custom Routing.

10.13.1.11 Operator and Directory Assistance services may be requested with analog interfaces where available.

10.13.1.12 DSO Analog Trunk Port - DS0 Analog Trunk Ports are available on an individual case basis.

10.13.2 Terms and Conditions

10.13.2.1 CLEC may purchase all vertical features that are loaded in U S WEST's end office switch. CLEC may request features that are not activated in a U S WEST end office switch utilizing the BFR Process contained in Section 17 of this SGAT. If CLEC requests features that are loaded, but not activated in a U S WEST end office switch, appropriate recurring and nonrecurring charges will apply.

10.13.2.2 Local switch ports include CLEC use of U S WEST's signaling network for traffic originated from the line-side switching port. CLEC access to the U S WEST signaling network shall be of substantially the same quality as the access that U S WEST uses to provide service to its own customers.

10.13.2.3 CLEC shall be responsible for updating the 911/E911 database through U S WEST's third party database provider for any unbundled switch port ordered. Additional 911/E911 provisions are contained in Section 10.3 of this SGAT.

10.13.2.4 The line-side port includes the connection between the end office switch and the MDF. The connection from the MDF to the demarcation point shall be an ITP provided by U S WEST pursuant to the rates in Exhibit A. The trunk-side port includes the connection between the end office switch and the TMDF. The connection from the TMDF to the demarcation point shall be an ITP provided by U S WEST pursuant to the

rates in Exhibit A. The demarcation point for line-side and trunk-side ports shall be as described in Section 9.1.3.

10.13.3 Rate Elements

10.13.3.1 Each port type described above will have a separate associated port charge, including monthly recurring charges and one-time non-recurring charges which are contained in Exhibit A of this SGAT.

10.13.3.2 Local usage will be measured and billed on minutes of use. Until terminating recording capability is installed, two times originating usage will be billed as a surrogate.

10.13.3.3 Vertical features will be offered as options for unbundled local switching at rates set forth in Exhibit A of this SGAT.

10.13.4 Ordering

10.13.4.1 Ordering intervals are contained in the Interconnect & Resale Resource Guide.

10.13.4.2 Unbundled local switch ports are required when ordering unbundled shared transport as described in the Interconnect & Resale Resource Guide.

10.14 Customized Routing

10.14.1 Description

Customized Routing permits CLEC to designate a particular outgoing trunk that will carry certain classes of traffic originating from CLEC's customers. Customized routing enables CLEC to direct particular classes of calls to particular outgoing trunks which will permit CLEC to self-provide or select among other providers of interoffice facilities, operator services and directory assistance. Customized routing is a software function of a switch. Customized Routing may be ordered as an application with Resale or Unbundled Switching.

10.14.2 Terms and Conditions

10.14.2.1 Customized Routing will be offered on a first-come, first-served basis.

10.14.2.2 CLEC shall provide a comprehensive routing plan associated with any custom routing request.

10.14.2.3 CLEC must place the associated trunk orders prior to the establishment or deployment of Line Class Codes. U S WEST shall assign a Line Class Code to CLEC's custom routing plan.

10.14.2.4 Line Class Codes are deployed in specific End Offices.

10.14.3 Rate Elements

10.14.3.1 Development of a Line Class Code is billed on an individual case basis for each switch in which a new Line Class Code is installed.

10.14.3.2 Installation of a Line Class Code is billed on an individual case basis for each switch in which it is installed.

10.14.4 Ordering Process

10.14.4.1 CLEC shall issue a Service Inquiry form detailing the routing and facility requirements for Customized Routing prior to a pre-order meeting with U S WEST. Refer to the New Customer Questionnaire contained in the Interconnect & Resale Resource Guide for a copy of the Service Inquiry.

10.14.4.2 After the Service Inquiry form is completed and provided to U S WEST, the pre-order meeting will be jointly established to provide U S WEST with the comprehensive network plan, specific custom routing requirements and desired due dates.

10.14.4.3 U S WEST will provide CLEC a detailed time and cost estimate thirty (30) business days after the pre-order meeting. After the time and cost estimate is provided and any appropriate trunk orders are issued, CLEC will issue an LSR for Line Class Code development and implementation.

10.14.5 Maintenance and Repair

Maintenance and Repair are the sole responsibility of U S WEST. Maintenance and Repair processes are contained in Section 12 of this SGAT.

10.15 Access to Signaling

10.15.1 Description

10.15.1.1 U S WEST will provide CLEC with nondiscriminatory access to signaling networks, including signaling links and signaling transfer points. Access to U S WEST's signaling network provides for the exchange of signaling information between U S WEST and CLEC necessary to exchange traffic and access call-related databases. Signaling networks enable CLEC the ability to send signals between its switches and U S WEST's switches, and between its switches and those third party networks with which U S WEST's signaling network is connected. CLEC may access U S WEST's signaling network from each of its switches via a signaling link between its switch and the U S WEST STP. The connection between CLEC's switch and the U S WEST signaling network will be provided in substantially the same manner as U S WEST connects one of its own switches to the STP.

10.15.1.2 Common Channel Signaling Capability/SS7 (CCSAC/SS7) provides multiple pieces of signaling information via the SS7 network. This signaling information includes, but is not limited to, specific information regarding calls made on associated Feature Group D trunks and/or LIS trunks, Line Information Database data, Local

Number Portability, Custom Local Area Signaling Services, 8XX set up information, Call Set Up information and transient messages.

10.15.1.3 Optional Features of CCSAC/SS7 are dependent on specific CLEC design requirements as well as the existence of adequate transport facilities. Transport facilities must be in place to accommodate Call Set Up of related Feature Group D and/or LIS messages, transient messages, and other ancillary services (*e.g.*, LIDB data and 8XX set up information).

10.15.2 Terms and Conditions

10.15.2.1 All elements of the unbundled CCSAC/SS7 arrangement will be developed on an individual case basis based on CLEC's design requirements. All of CLEC's unbundled design elements are subject to facility requirements identified below.

10.15.2.2 At a minimum, transport facilities must exist from CLEC's Point of Presence or Signaling Point of Interface (SPOI) to the identified U S WEST STP location. Unbundled transport facilities to accommodate CCSAC/SS7 signaling may be developed using unbundled dedicated interoffice transport as defined above in Section 9.

10.15.2.3 CLEC's CCSAC/SS7 design requirements will include, but are not limited to:

10.15.2.3.1 STP Port - This element is the point of termination to the signal switching capabilities of the STP. Access to a U S WEST STP Port is required at a DS0 level.

10.15.2.3.2 Specific Point Code detail including the identification of CLEC's Originating, Destination and Signaling Options (*i.e.*, ISDN User Part [ISUP] or Transaction Capabilities Application Part [TCAP] requirements).

10.15.2.3.3 All signaling routing requirements will be identified in CLEC's design. CLEC will provide industry standard codes identifying U S WEST end offices, local tandems, sub-tending end offices and STPs that will be included in the designed unbundled signaling arrangement.

10.15.2.4 The CCSAC/SS7 unbundled arrangement must meet the following requirements:

10.15.2.4.1 Both U S WEST and CLEC are obligated to follow existing industry standards as described in Bellcore documents including but not limited to GR-905 CORE, GR-954-CORE, GR-394-CORE and U S WEST Technical Publication 77342.

10.15.2.4.2 CLEC's switch or network SS7 node must meet industry and U S WEST certification standards.

10.15.2.4.3 Unbundled transport facilities identified above must be provisioned at a minimum DS1 capacity at CLEC's Point of Presence or SPOI.

This facility must be exclusively used for the transmission of network control signaling data.

10.15.2.4.4 Calling Party Number (CPN) will be delivered by CLEC to U S WEST in accordance with FCC requirements.

10.15.2.4.5 Carrier Identification Parameter (CIP) will be delivered by CLEC to U S WEST in accordance with industry standards, where technically feasible.

10.15.2.4.6 Provisions relating to call related databases (*i.e.*, 8XX, LIDB, Advanced Intelligent Network (AIN), etc.) are contained in Section 10.16 of this SGAT.

10.15.3 Rate Elements

Rates for the unbundled CCSAC/SS7 elements will be on an individual case basis based on CLEC's specific design requirements. Both nonrecurring and monthly recurring rates may be applicable. Message rating applies to all messages traversing the U S WEST signaling network. Messages which are transient in nature (not destined for U S WEST databases) will be assessed message rates. Pricing detail is provided in Exhibit A of this SGAT. Rate elements for unbundled CCSAC/SS7 elements are:

10.15.3.1 Nonrecurring Rates. CCSAC Option Activation Charge – Assessed for adding or changing a point code in the signaling network. U S WEST will charge CLEC based upon its selection of either basic or database activation, as detailed in Exhibit A of this SGAT.

10.15.3.2 Recurring Rates

10.15.3.2.1 STP Port - a monthly recurring charge, per connection into the STP.

10.15.3.2.2 Signal Formulation Charge - a per signaling message charge for formulating the ISUP and TCAP message at an SP/SSP.

10.15.3.2.3 Signal Transport Charge - a per signaling message charge for the transmission of signaling data between the local STP and an end office SP/SSP. This rate element includes separate charges for ISUP and TCAP messages.

10.15.3.2.4 Signal Switching Charge - a per signaling message charge for switching an SS7 message at the local STP. This rate element includes separate charges for ISUP and TCAP messages.

10.15.4 Ordering

10.15.4.1 CCSAC/SS7 unbundled CLEC-designed elements will initially require design information from CLEC. Ordering for CCSAC/SS7 will be handled on an individual case basis, using service activation meetings between CLEC and U S WEST. CLEC will provide a Translation Questionnaire, Link Data Sheet and ASR during the service activation meetings.

10.15.4.2 Due date intervals for CCSAC/SS7 will be established on an individual case basis.

10.15.5 Maintenance and Repair

The Parties will perform cooperative testing and trouble isolation to identify where trouble points exist. CLEC cross connections will be repaired by CLEC and U S WEST cross connections will be repaired by U S WEST. Maintenance and Repair processes are contained in Section 12 of this SGAT.

10.16 AIN Services

10.16.1 Description

AIN services are offered and available as an enhancement to CLEC's SS7 capable network structure and operation of AIN Version 0.1 capable switches.

10.16.1.1 Access to AIN Service Creation Environment - (AASCE) allows CLEC to utilize U S WEST's AIN service application development process to develop new AIN services or features. AASCE is determined on an individual case basis. The elements are also combined on an individual case basis to meet CLEC's request. Services developed through the AASCE process can either be implemented in U S WEST's network or handed off to CLEC to be installed in its own network.

10.16.1.2 Access to AIN OSS/SMS (AAOS) - This service allows CLEC to provide specific U S WEST AIN services/features to its end users as well as any AIN service that is deployed for CLEC utilizing the AASCE process in U S WEST's SCP. U S WEST is responsible for the provisioning of these AIN services. CLEC will be able to populate data for provisioning of the Call Processing Records (CPRs) stored in the SCP for AIN services. The process to provision, modify or update information in the AIN databases is predominately manual.

10.16.1.3 AIN Query Processing (AQP) - TCAP queries are used to collect information from the AIN database for use in call processing of the AIN based services above. CLEC launches a query from an AIN capable switch over the SS7 network to the U S WEST Signal Transfer Point (STP). Routing may be accomplished in two scenarios:

- a) CLEC Service Switching Point (SSP) through a U S WEST Local STP and then to the U S WEST Regional STP (RSTP).
- b) Through a CLEC RSTP to a U S WEST RSTP arrangement.

From the RSTP the query is directed to U S WEST's SCP to collect data for the response to the originating switch.

10.16.2 Terms and Conditions

10.16.2.1 Access to AIN Service Creation Environment (AASCE) - Since each proposed service is unique and complex, when AASCE is ordered, U S WEST conducts a feasibility study which estimates the amount of time and cost necessary to develop the proposed service or enhancement. The charges associated with the feasibility analysis and the associated charges shall be developed pursuant to the BFR process as described in Section 17. The service is developed and tested in a U S WEST lab environment. If the service is implemented in U S WEST's network, it goes through network test prior to implementation.

10.16.2.2 Access to AIN OSS/SMS (AAOS)

10.16.2.2.1 Prior to activation of the AIN feature, CLEC's switch point code must be activated for AIN processing on the CCSAC/SS7 link(described in Section 10.15) that is sending the AIN query.

10.16.2.2.2 U S WEST will provide requirements for data load preparation and delivery by CLEC.

10.16.2.2.3 In order to make AAOS service work, service logic must be loaded to provision an AIN service on the platform for CLEC. U S WEST is responsible for provisioning the Call Processing Record (CPR) in the SCP.

10.16.2.2.4 Each end user line must be provisioned by the facility owner. CLEC is responsible for setting the AIN trigger in its switch.

10.16.2.2.5 AIN Query Processing. U S WEST will certify and test the CLEC switch for AIN message transmission to assure quality performance as described in Section 10.15. U S WEST and CLEC will test cooperatively.

10.16.3 Rate Elements

10.16.3.1 Access to AIN Service Creation Environment (AASCE). Hourly rates are applicable for each component of the AASCE service according to the estimates determined in the feasibility analysis. The specific charges for each component and the terms and conditions for payment shall be described in the BFR response described above.

10.16.3.2 Access to AIN OSS/SMS (AAOS). AAOS is billed a monthly recurring and a one-time nonrecurring charge for each AIN feature activated, per telephone number.

10.16.3.3 AIN Query Processing. The AIN service is billed a monthly recurring and/or a per query charge.

10.16.4 Ordering

10.16.4.1 AASCE is ordered on an individual case basis and is coordinated through the U S WEST Account Manager. Due date intervals for the proposal phase are detailed below:

- a) Within five business days of an inquiry, U S WEST will provide CLEC with the Service Request Form.
- b) Within ten business days of receiving the Service Request, U S WEST will provide a written acknowledgment of receipt.
- c) Within 15 business days of acknowledgment, U S WEST will assess the Service Request and prepare for a meeting with CLEC to review the Service Request.
- d) U S WEST will be available to attend a Service Request Meeting within five business days of the completion of the assessment. The Service Request will be considered accepted once U S WEST and CLEC come to an agreed-upon understanding of the service feature set and scope.
- e) Within 30 business days of acceptance of the Service Request, U S WEST will provide a response, the Service Evaluation, which includes an initial service evaluation and development time and cost estimates.
- f) Within 90 business days of customer approval of the Service Evaluation, U S WEST will complete a Feasibility Analysis, development time and costs.

Remaining deliverables are negotiated with CLEC so that mutually-agreeable due dates based on service complexity are established.

10.16.4.2 AAOS is ordered using the LSR form.

10.16.4.3 In the event that miscellaneous charges apply, they will be applied consistent with the application used for equivalent services ordered by U S WEST end users.

10.16.4.4 Upon receipt of a complete and accurate LSR, U S WEST will load CLEC records into the AIN database with ten days. U S WEST will also establish translations at the STP to allow query access from CLEC switch within ten days.

10.16.4.5 Completion notification will be either by e-mail or by fax.

10.16.4.6 AIN Query Processing (AQP) – is specific to the service ordered and must be established at the time of the AAOS ordering process.

10.17 Interconnection to Line Information Database (LIDB)

10.17.1 Line Information Database (LIDB) Storage

10.17.1.1 Description -- LIDB Storage

10.17.1.1.1 Line Information Database (LIDB) stores various telephone line numbers and Special Billing Number (SBN) data used by operator services systems to process and bill Alternately Billed Services (ABS) calls. The operator services system accesses LIDB data to provide originating line (calling number), billing number and terminating line (called number) information. LIDB is used for calling card validation, fraud prevention, billing or service restrictions and the sub-account information to be included on the call's billing record.

10.17.1.1.2 Bellcore's GR-446-CORE defines the interface between the administration system and LIDB including specific message formats (Bellcore's TR-NWP-000029, Section 10).

10.17.1.2 Terms and Conditions -- LIDB Storage

CLEC will provide initial data, add, update or delete data, and license said data to U S WEST for placement in U S WEST's LIDB. CLEC will provide and maintain necessary information to enable U S WEST to provide LIDB services. CLEC will ensure, to the extent possible, the accuracy of the data provided to U S WEST for storage in U S WEST's LIDB, and supply updated and changed data in a timely manner.

10.17.1.3 Rate Elements -- LIDB Storage

LIDB Data Storage does not have a recurring charge. When electronic access becomes available, a one-time non-recurring fee will be charged for the initial load of CLEC's data into LIDB.

10.17.1.4 Ordering -- LIDB Storage

U S WEST will be responsible for loading and updating CLEC's line records into the LIDB database from the data provided by CLEC. The establishment of CLEC line records will be provisioned through an interim manual process. An ASCII file must be e-mailed from CLEC to U S WEST. Updates, adds, changes and deletions subsequent to the initial file for establishment can either be e-mailed or faxed to U S WEST. CLEC is responsible for the accuracy of the data which is sent to U S WEST. Inquiries from CLEC must be faxed to U S WEST using the approved forms appropriate for the type of inquiry requested.

10.17.2 Line Validation Administration System (LVAS) Access

10.17.2.1 Description -- LVAS Access

10.17.2.1.1 LVAS is the comprehensive administrative management tool which loads the LIDB data and coordinates line record updates in U S WEST's

redundant LIDB databases. LVAS is the vehicle which audits stored information and assures accurate responses.

10.17.2.1.2 LVAS access is available only to facility-based CLECs.

10.17.2.2 Terms and Conditions -- LVAS Access

10.17.2.2.1 CLEC will provide U S WEST with the following information:

- a) The LIDB service requested (*i.e.*, calling name, calling cards, Originating Line Number Screening (OLNS), ABS, etc.);
- b) CLEC's Revenue Accounting Office (RAO), Operating Customer Number (OCN), and/or Local Service Provider Identification (LSPI);
- c) The NPA NXX and signaling point codes for the operator or end office switches from which queries are launched;
- d) The identity of CLEC's SS7 provider for Number Portability, ABS, OLNS and calling name;
- e) The identity of CLEC's operator services provider for ABS queries;
- f) A forecast for changes in volumes of line records, both increases and decreases; and
- g) The contact names and fax numbers of all CLEC personnel to be contacted for fraud notification and LIDB data administration.

10.17.2.2.2 CLEC shall e-mail to U S WEST an ASCII file containing the CLEC's line records two times per day, as appropriate; at 12:00 p.m. and 5:00 p.m., Mountain Time.

10.17.2.2.3 Within 24 hours of receipt of the file, U S WEST will attempt to load the file into LVAS. If U S WEST successfully loads the file into LVAS, the originator of CLEC's files will be notified by U S WEST.

10.17.2.2.4 In the event that U S WEST is not successful in loading the file because errors were detected, U S WEST will e-mail the file back to CLEC with an error notice.

10.17.2.2.5 CLEC will e-mail to U S WEST all updates, adds, changes, and deletions to the initial file.

10.17.2.2.6 U S WEST will provide to CLEC the necessary methods and procedures when the LVAS electronic interface becomes available.

10.17.2.3 Rate Elements -- LVAS Access

10.17.2.3.1 LIDB Line Record Initial Load Charge - CLEC shall reimburse U S WEST for all charges U S WEST incurs relating to the input of CLEC's end user line record information, including the formatting of data so that it may be loaded into LVAS.

10.17.2.3.2 Mechanized Service Account Update - LVAS Access is the product which allows CLEC to add, update and delete telephone line numbers from the U S WEST LIDB for CLEC's end users. U S WEST will charge CLEC for each addition or update processed.

10.17.2.3.3 Individual Line Record Audit - CLEC may verify the data for a given ten digit line number using an inquiry of its end user data.

10.17.2.3.4 Account Group Audit - CLEC may audit an individual Account Group NPA-NXX.

10.17.2.4 Expedited Request Charge for Manual Updates - CLEC may request an expedited manual update to the LIDB database that requires immediate action (*i.e.*, deny PIN number). U S WEST shall assess CLEC an expedited request charge for each manual update.

10.17.2.5 Ordering -- LVAS Access.

LVAS report queries from CLEC must be faxed to U S WEST MIDAS center using the approved forms appropriate for the type of inquiry requested.

10.17.2.6 Billing - Line Validation Administration System (LVAS) Access.

When electronic access becomes available, a per query rate will apply to each Mechanized Service Account Update, Individual Line Record Audit, Account Group Audit, and Expedited Request Charge for Manual Updates.

10.17.3 LIDB Query Service

10.17.3.1 Description - LIDB Query Service

10.17.3.1.1 LIDB Query Service provides information to query originators for use in processing Alternately Billed Services (ABS) calls. ABS call types include calling card, billed to third number, and collect calls.

10.17.3.1.2 U S WEST will process on behalf of CLEC LIDB queries from query originators (Telecommunications Carriers) requesting CLEC telephone line number data. U S WEST allows LIDB query access through U S WEST regional STPs.

10.17.3.2 Terms and Conditions - LIDB Query Service

10.17.3.2.1 All LIDB queries and responses from operator services systems and end offices are transmitted over a CCS network using a Signaling System 7

(SS7) protocol (TR-NWT-000246, Bell Communications Research Specification of Signaling System 7).

10.17.3.2.2 The application data needed for processing LIDB data are formatted as Transaction Capabilities Application Part (TCAP) messages. TCAP messages may be carried as an application level protocol using SS7 protocols for basic message transport.

10.17.3.2.3 The SCP node provides all protocol and interface support. CLEC SS7 connections will be required to meet Bellcore's GR905, TR954 and U S WEST's Technical Publication 77342 specifications.

10.17.3.2.4 U S WEST will include CLEC-provided data in U S WEST's LIDB, and allow access to the data subject to U S WEST negotiated agreements with Telecommunications Carriers, allowing CLEC's end users the same benefits of said agreements as enjoyed by U S WEST end users. U S WEST will update CLEC data, as requested by CLEC. U S WEST will perform services provided hereunder and determine the applicable standard for the data, in accordance with operating methods, practices and standards in effect.

10.17.3.3 Rate Elements - LIDB Query Service

A query validation rate and a query transportation rate will apply to all LIDB queries for Alternately Billed Services (ABS) calls processed by an Operator Services Switch. These rates apply in addition to the rates for CCSAC.

10.17.3.4 Ordering - LIDB Inquiry Service

10.17.3.4.1 LIDB requires a connection to the Common Channel Signaling Network (CCSN). Therefore, CLEC must have Common Channel Signaling Access Capability (CCSAC).

10.17.3.4.2 Provisioning of LIDB is done via the LIDB Access Request Form. Upon receipt of an accurate LIDB Access Request Form, U S WEST will complete all necessary work and service will be available within seven (7) business days.

10.17.3.4.3 In addition to the LIDB Request Form, Hub providers requesting LIDB services on behalf of end users must furnish U S WEST a Proof of Authorization to prove that they have customer authorization to provide these services. This letter must be on file prior to provisioning.

10.17.3.5 Billing LIDB Query Service

LIDB Query Service will be billed as outlined in Exhibit A.

10.17.4 Fraud Alert Notification

10.17.4.1 Description - Fraud Alert Notification

The WatchDog Fraud Management System (FMS) processes the LIDB query detail records to establish patterns and identify potential fraudulent situations. WatchDog issues an alert to the U S WEST Fraud Investigation Unit (FIU). U S WEST will notify CLEC of system alerts on CLEC end user lines.

10.17.4.2 Terms and Conditions - Fraud Alert Notification

U S WEST will notify CLEC of system alerts on CLEC end user lines. At the direction of CLEC, U S WEST will institute a block to prevent any further occurrence of fraud or uncollectible toll charges in accordance with practices used by U S WEST for its own end users. Such practices include, but are not limited to, removing from valid data those data which incur fraud or uncollectible toll charges.

10.17.4.3 Rate Elements - Fraud Alert Notification

Fraud Alert Notification will be billed on a time and material basis per alert.

10.17.4.4 Ordering - Fraud Alert Notification

As part of the planning for LIDB Data Storage, CLEC will provide U S WEST a contact for fraud notification. The contact must be available 24 hours a day, 7 days a week. U S WEST will not take any action when fraud notification is received other than to notify CLEC. CLEC may request that U S WEST deny a calling card. Any request of this type must be followed up by a fax as a confirmation.

10.18 8XX Database Query Service

10.18.1 8XX Database Query Service is an originating service which provides the Carrier Identification Code (CIC) and/or the vertical features associated with the 8XX number. Call routing information in the SMS/800 Database reflects the desires of the owner of the 8XX number as entered in the SMS/800 by its chosen responsible organization.

10.18.2 8XX Optional Features

10.18.2.1 POTS Translation - Delivers the ten-digit Plain Old Telephone Service (POTS) number to CLEC. To determine that the call originated as an 8XX number, the trunk group must be provisioned with Automatic Number Identification (ANI). ANI digit 24 will be delivered to the trunk group.

10.18.2.2 Call Handling and Destination Features - This will allow routing options by specifying a single carrier, multiple carriers, single termination or multiple terminations. Multiple terminations may require the POTS translation feature. Variable routing options are:

Routing by originating NPA-NXX-XXXX;
Time of day;
Day of week;

Specified date;
Allocation by percentage.

10.18.3 Rate Elements

10.18.3.1 The recurring charges for 8XX Database Query Service, POTS Translation, and Call Handling and Destination Features are contained in Exhibit A of this SGAT.

10.18.3.2 The rates for 8XX Database Query Service only apply to queries for local 8XX calls. Local calls are defined as 8XX calls where the calling party number and the terminating party number (the POTS number to which the 8XX number is translated) are in the same free calling area.

10.18.3.3 A non-recurring Point Code Activation Charge will apply for CLEC to activate 8XX Database Query Service. This rate element is contained in the CCSAC/SS7 section of Exhibit A.

10.18.4 Ordering Process

10.18.4.1 CLEC shall order access to U S WEST local STP (links and ports) prior to or in conjunction with 8XX Database Query Service.

10.18.4.2 The information and time intervals to order STP (links and ports) are contained in the Common Channel Signaling Capability/SS7 Section of this SGAT. STP links and ports are required with 8XX Database Query Service.

10.18.4.3 8XX Database Query Service shall be provided within 30 days after CLEC has access to the U S WEST local STP.

10.18.5 Technical Requirements

10.18.5.1 U S WEST shall make U S WEST's Toll Free Number Database available, through its STPs, for CLEC to query from CLEC's designated switch.

10.18.5.2 The Toll Free Number Database shall return carrier identification and, where applicable, the queried toll free number, translated numbers and instructions as it would in response to a query from a U S WEST switch.

10.18.6 Interface Requirements

The signaling interface between CLEC's or other local switch and the Toll-Free Number Database shall use the TCAP protocol as specified in the technical references together with the signaling network interface.

10.18.7 Technical References

SCPs/Databases shall be consistent with the following technical references:

10.18.7.1 GR-246-CORE, Bell Communications Research Specification of Signaling System Number 7, Issue 1 (Bellcore, December 199X);

10.18.7.2 GR-1432-CORE, CCS Network Interface Specification (CCSNIS) Supporting Signaling Connection Control Part (SCCP) and Transaction Capabilities Application Part (TCAP) (Bellcore, March 1994);

10.18.7.3 GR-954-CORE, CCS Network Interface Specification (CCSNIS) Supporting Line Information Database (LIDB) Service 6, Issue 1, Rev. 1 (Bellcore, October 1995);

10.18.7.4 GR-1149-CORE, OSSGR Section 10: System Interfaces, Issue 1 (Bellcore, October 1995) (Replaces TR-NWT-001149);

10.18.7.5 GR-1158-CORE, OSSGR Section 22.3: Line Information Database 6, Issue (Bellcore, October 1995); and

10.18.7.6 GR-1428-CORE, CCS Network Interface Specification (CCSNIS) Supporting Toll Free Service (Bellcore, May 1995).

10.19 InterNetwork Calling Name (ICNAM)

10.19.1 Description

10.19.1.1 InterNetwork Calling Name (ICNAM) is a U S WEST service that allows CLEC to query U S WEST's ICNAM database and secure the listed name information for the requested telephone number (calling number), in order to deliver that information to CLEC's end users.

10.19.1.2 ICNAM database contains current listed name data by working telephone number served or administered by U S WEST, including listed name data provided by other Telecommunications Carriers participating in the Calling Name Delivery Service arrangement.

10.19.2 Terms and Conditions

10.19.2.1 In response to queries properly received at U S WEST's ICNAM database, U S WEST will provide the listed name of the calling party that relates to the calling telephone number (when the information is actually available in U S WEST's database and the delivery thereof is not blocked or otherwise limited by the calling party or other appropriate request). CLEC is responsible for properly and accurately launching and transmitting the query from its serving office to the U S WEST database.

10.19.2.2 In response to proper signaling queries, U S WEST will provide CLEC with ICNAM database end user information if the calling party's end user information is stored in the U S WEST ICNAM database. As a result, the called party end user can identify the calling party listed name prior to receiving the call, except in those cases where the calling party end user has its ICNAM information blocked.

10.19.2.3 U S WEST will allow CLEC to query U S WEST's ICNAM database in order to obtain ICNAM information which identifies the calling party end user.

10.19.2.4 The ICNAM service shall include the database dip and transport from U S WEST's regional STP to U S WEST's SCP where the database is located.

Transport from CLEC's network to U S WEST's local STP is provided via Links, which are described and priced in the CCSAC/SS7 Section of this SGAT.

10.19.2.5 CLEC shall send queries conforming to the American National Standards Institute's (ANSI) approved standards for SS7 protocol and per the following specification standard documents:

- Bellcore-SS7 Specification, TR-NPL-000246
- ANSI-SS7 Specifications
- Message Transfer Part T1.111
- Signaling Connection Control Part T1.112
- Transaction Capabilities Application Part T1.114
- Bellcore-CLASS Calling Name Delivery
- Generic Requirements, TR-NWT-001188
- Bellcore-CCS Network Interface Specifications, TR-TSV-000905

10.19.2.6 CLEC acknowledges that transmission in the above protocol is necessary for U S WEST to provision its ICNAM services. CLEC will adhere to other applicable standards, which include Bellcore specifications defining service applications, message types and formats. U S WEST may modify its network pursuant to other specification standards that may become necessary to meet the prevailing demands within the United States telecommunications industry. All such changes shall be announced in advance and coordinated with CLEC.

10.19.2.7 All queries to U S WEST's ICNAM database shall use a subsystem number (the designation of application) value of 250 with a translation type value of 5. CLEC acknowledges that such subsystem number and translation type values are necessary for U S WEST to properly process queries to U S WEST's ICNAM database.

10.19.2.8 CLEC acknowledges and agrees that SS7 network overload due to extraordinary volumes of queries and/or other SS7 network messages can and will have a detrimental effect on the performance of U S WEST's SS7 network. CLEC further agrees that U S WEST, in its sole discretion, shall employ certain automatic and/or manual overload controls within the U S WEST SS7 network to safeguard against any detrimental effects. U S WEST shall report to CLEC any instances where overload controls are invoked due to CLEC's SS7 network, and CLEC agrees in such cases to take immediate corrective actions as necessary to cure the conditions causing the overload situation.

10.19.2.9 U S WEST shall exercise reasonable efforts to provide accurate and complete ICNAM information in U S WEST's ICNAM database. The ICNAM information is provided on an as-is Basis with all faults. U S WEST does not warrant or guarantee the correctness or the completeness of such information; however, U S WEST will access the same ICNAM database for CLEC's queries as U S WEST accesses for its own queries. In no event shall U S WEST have any liability for system outage or inaccessibility or for losses arising from the authorized use of the ICNAM data by CLEC.

10.19.2.10 CLEC shall arrange its Calling Party Number based services in such a manner that when a calling party requests privacy, CLEC will not reveal that caller's name or number to the called party (CLEC's end user). CLEC will comply with all FCC

guidelines and, if applicable, the appropriate Commission rules, with regard to honoring the privacy indicator.

10.19.2.11 U S WEST retains full and complete ownership and control over the ICNAM database and all information in its database. CLEC agrees not to copy, store, maintain or create any table or database of any kind from any response received after initiating an ICNAM query to U S WEST's database. CLEC will prohibit its end users from copying, storing, maintaining, or creating any table or database of any kind from any response provided by CLEC to its end user after CLEC initiated an ICNAM query to U S WEST's ICNAM database.

10.19.2.12 U S WEST reserves the right to temporarily discontinue the ICNAM service if CLEC's incoming calls are so excessive as determined by U S WEST to jeopardize the viability of the ICNAM service.

10.19.3 Rate Elements

Rate elements for ICNAM services are contained in Exhibit A of this SGAT.

10.19.4 Billing

10.19.4.1 CLEC agrees to pay U S WEST for each and every query initiated into U S WEST's ICNAM database for any information, whether or not any information is actually provided.

10.19.4.2 ICNAM rates will be billed to CLEC monthly by U S WEST for the previous month.

10.19.5 Ordering Process

10.19.5.1 CLEC shall order access to U S WEST local STP (links and ports) prior to or in conjunction with ICNAM Services. Section 10.15 contains information on ordering SS7 and STP links and ports.

10.19.5.2 If CLEC has an existing database of names that needs to be compiled into the appropriate format, ICNAM service will begin 30 days after U S WEST has received from CLEC its database information.

10.19.5.3 If CLEC has no existing customer base, then ICNAM service will begin seven (7) days after U S WEST receives the CLEC order.

Section 11.0 - NETWORK SECURITY

11.1 Protection of Service and Property. Each Party shall exercise the same degree of care to prevent harm or damage to the other Party and any third parties, its employees, agents or end users, or their property as it employs to protect its own personnel, end users and property, etc.

11.2 Each Party is responsible to provide security and privacy of communications. This entails protecting the confidential nature of telecommunications transmissions between end users during technician work operations and at all times. Specifically, no employee, agent or representative shall monitor any circuits except as required to repair or provide service of any end user at any time. Nor shall an employee, agent or representative disclose the nature of overheard conversations, or who participated in such communications or even that such communication has taken place. Violation of such security may entail state and federal criminal penalties, as well as civil penalties. CLEC is responsible for covering its employees on such security requirements and penalties.

11.3 The U S WEST telecommunications network is part of the national security network, and as such, is protected by federal law. Deliberate sabotage or disablement of any portion of the underlying equipment used to provide the network is a violation of federal statutes with severe penalties, especially in times of national emergency or state of war. CLEC is responsible for covering its employees on such security requirements and penalties.

11.4 U S WEST and CLEC share responsibility for security and network protection for each collocation arrangement. Each Party's employees, agents or representatives must secure its own portable test equipment, spares, etc. and shall not use the test equipment or spares of other parties. Use of such test equipment or spares without written permission constitutes theft and may be prosecuted. Exceptions are the use of U S WEST ladders in the Wire Center, either rolling or track, which CLEC may use in the course of work operations. U S WEST assumes no liability to CLEC, its agents, employees or representatives, if CLEC uses a U S WEST ladder available in the Wire Center.

11.5 Each Party is responsible for the physical security of its employees, agents or representatives. Providing safety glasses, gloves, etc. must be done by the respective employing Party. Hazards handling and safety procedures relative to the telecommunications environment is the training responsibility of the employing Party. Proper use of tools, ladders, and test gear is the training responsibility of the employing Party.

11.6 In the event that one Party's employees, agents or representatives, inadvertently damage or impair the equipment of the other Party, prompt notification will be given to the damaged Party, by verbal notification between the Parties' technicians at the site or by telephone to each Party's 24 x 7 security numbers.

11.7 Each Party shall comply at all times with U S WEST security and safety procedures and requirements.

11.8 U S WEST will allow CLEC to inspect or observe spaces which house or contain CLEC equipment or equipment enclosures at any time and to furnish CLEC with all keys, entry codes, lock combinations, or other materials or information which may be needed to gain entry into any secured CLEC space, in a manner consistent with that used by U S WEST.

11.9 U S WEST will limit the keys used in its keying systems for enclosed collocated spaces which contain or house CLEC equipment or equipment enclosures to its employees and representatives to emergency access only. CLEC shall further have the right to change locks where deemed necessary for the protection and security of such spaces.

11.10 Keys may entail either metallic keys or combination electronic ID/key cards. It is solely the responsibility of CLEC to ensure keys are not shared with unauthorized personnel and recover keys and electronic ID/keys promptly from discharged personnel, such that office security is always maintained. U S WEST has similar responsibility for its employees.

11.11 CLEC will train its employees, agents and vendors on U S WEST security policies and guidelines.

11.12 When working on U S WEST ICDF Frames or in U S WEST equipment line-ups, CLEC employees, agents and vendors agree to adhere to U S WEST quality and performance standards provided by U S WEST and as specified in this SGAT.

11.13 CLEC shall report all material losses to U S WEST Security. All security incidents are to be referred directly to local U S WEST Security – 1-888-U S WEST-SECURE. In cases of emergency, CLEC shall call 911 and 1-888-U S WEST-SECURE.

11.14 CLEC employees, agents and vendors will the identification/access card above the waist and visible at all times.

11.15 CLEC employees will ensure adherence by its employees, agents and vendors to all U S WEST environmental health and safety regulations. This includes all fire/life safety matters, OSHA, EPA, Federal, State and local regulations, including evacuation plans and indoor air quality.

11.16 CLEC employees, agents and vendors will secure and lock all doors and gates.

11.17 CLEC will report to U S WEST all property and equipment losses immediately, any lost cards or keys, vandalism, unsecured conditions, security violations, anyone who is unauthorized to be in the work area or is not wearing the U S WEST identification/access card.

11.18 CLEC's employees, agents and vendors will comply with U S WEST Central Office fire and safety regulations, which include but are not limited to, wearing safety glasses in designated areas, keeping doors and aisles free and clean of trip hazards such as wire, checking ladders before moving, not leaving test equipment or tools on rolling ladders, not blocking doors open, providing safety straps and cones in installation areas, using electrostatic discharge protection, and exercising good housekeeping.

11.19 Smoking is not allowed in U S WEST buildings, Wire Centers, and all other U S WEST facilities. No open flames shall be permitted anywhere within the buildings. Failure to abide by this restriction will result in immediate denial of access for that individual and will constitute a violation of the access rules, subjecting CLEC to denial of unescorted access.

11.20 No flammable or explosive fluids or materials are to be kept or used anywhere within the U S WEST buildings or on the grounds.

11.21 No weapons of any type are allowed on U S WEST premises. Vehicles on U S WEST property are subject to this restriction as well.

11.22 CLEC's employees, agents or vendors may not make any modifications, alterations, additions or repairs to any space within the building or on the grounds.

11.23 U S WEST employees may request CLEC's employee, agent or vendor to stop any work activity that in their reasonable judgment is a jeopardy to personal safety or poses a potential for damage to the building, equipment of services within the facility.

11.24 U S WEST is not liable for any damage, theft or personal injury resulting from CLEC's employees, agents or vendors parking in a U S WEST parking area.

11.25 CLEC's employees, agents or vendors outside the designated CLEC access area or without proper identification will be asked to vacate the premises and U S WEST Security will be notified. Continued violations may result in termination of access privileges.

11.26 Building related problems may be referred to the U S WEST Work Environment Centers:

800-879-3499 (CO, WY, AZ, NM)
800-201-7033 (all other U S WEST states)

11.27 CLEC will submit a U S WEST Collocation Access Application form for individuals needing to access U S WEST facilities. CLEC and U S WEST will meet to review applications and security requirements.

11.28 CLEC employees, agents and vendors will utilize only corridors, stairways and elevators that provide direct access to CLEC's space or the nearest restroom facility. Such access will be covered in orientation meetings. Access shall not be permitted to any other portions of the building.

11.29 CLEC will collect identification/access cards for any employees, agents or vendors no longer working on behalf of CLEC and forward them to U S WEST Security. If cards or keys cannot be collected, CLEC will immediately notify U S WEST at 800-210-8169.

11.30 CLEC will assist U S WEST in validation and verification of identification of its employees, agents and vendors by providing a telephone contact available 7 days a week, 24 hours a day.

11.31 CLEC employees, agents and vendors will notify U S WEST Service Assurance (800-713-3666) when gaining access into a Central Office after hours. Normal business hours are 7:00 a.m. to 5:00 p.m.

11.32 CLEC will notify U S WEST if CLEC has information that its employee, agent or vendor poses a safety and/or security risk. U S WEST may deny access to anyone who in the reasonable judgment of U S WEST threatens the safety or security of facilities or personnel.

11.33 CLEC will supply to U S WEST Security, and keep up to date, a list of its employees, agents and vendors who require access to CLEC's space. The list will include names and social security numbers. Names of employees, agents or vendors to be added to the list will be provided to U S WEST Security, who will provide it to the appropriate U S WEST personnel.

11.34 Revenue Protection. U S WEST shall make available to CLEC all present and future fraud prevention or revenue protection features. These features include, but are not limited to, screening codes, 900 and 976 numbers. U S WEST shall additionally provide partitioned access to fraud prevention, detection and control functionality within pertinent Operations Support Systems which include but are not limited to LIDB Fraud monitoring systems.

11.35 Law Enforcement Interface. U S WEST provides emergency assistance to 911 centers and law enforcement agencies seven days a week/twenty-four hours a day. Assistance includes, but is not limited to release of 911 trace and subscriber information; in-progress trace requests; establishing emergency trace equipment, release of information from an emergency trap/trace or *57 trace; requests for emergency subscriber information; assistance to law enforcement agencies in hostage/barricade situations, kidnappings, bomb threats, extortion/scams, runaways and life threats.

11.36 U S WEST provides trap/trace, pen register and Title III assistance directly to law enforcement, if such assistance is directed by a court order. This service is provided during normal business hours, Monday through Friday. Exceptions are addressed in the above paragraph. The charges for these services will be billed directly to the law enforcement agency, without involvement of CLEC, for any lines served from U S WEST Wire Centers or cross boxes.

11.37 In all cases involving telephone lines served from U S WEST Wire Centers or cross boxes, whether the line is a resold line or part of an unbundled switch or Loop element, U S WEST will perform trap/trace Title III and pen register assistance directly with law enforcement. CLEC will not be involved or notified of such actions, due to non-disclosure court order considerations, as well as timely response duties when law enforcement agencies are involved. Exceptions to the above will be those cases, as yet undetermined, where CLEC must participate due to technical reasons wherein its circuitry must be accessed or modified to comply with law enforcement, or for legal reasons that may evolve over time. CLEC will provide U S WEST with a 24 hour a day, 7 days a week contact for processing such requests, should they occur.

Section 12.0 - ACCESS TO OPERATIONAL SUPPORT SYSTEMS (OSS)

12.1 Description

12.1.1 U S WEST has developed and shall continue to provide Operational Support Systems (OSS) interfaces using electronic gateways. These gateways act as a mediation or control point between CLEC's and U S WEST's OSS. These gateways provide security for the interfaces, protecting the integrity of the U S WEST OSS and databases. U S WEST's OSS interfaces have been developed to support Pre-ordering, Ordering and Provisioning, Maintenance and Repair and Billing. Included below is a description of the products and functions supported by U S WEST OSS interfaces and the technology used by each. This section describes the interfaces that U S WEST has developed and shall provide to CLEC. Additional technical information and details shall be provided by U S WEST in training sessions and documentation, such as the "Interconnect Mediated Access User's Guide" U S WEST will continue to make improvements to the electronic interfaces as technology evolves, providing notification to CLEC consistent with the provisions of this Section.

12.1.2 Through its electronic gateways, U S WEST shall provide CLEC nondiscriminatory access to U S WEST's operational support systems for pre-ordering, ordering and provisioning, maintenance and repair, and billing for resale and unbundled network elements. For those functions with a retail analogue, such as pre-ordering and ordering and provisioning of resold services, U S WEST shall provide CLEC access to its OSS in substantially the same time and manner as it provides to itself. For those functions with no retail analogue, such as pre-ordering and ordering and provisioning of unbundled elements, U S WEST shall provide CLEC access to U S WEST's OSS sufficient to allow an efficient competitor a meaningful opportunity to compete.

12.2 OSS Support for Pre-Ordering, Ordering and Provisioning

12.2.1 Local Service Request (LSR) Ordering Process

12.2.1.1 CLEC shall use electronic interfaces for orders placed using the LSR Ordering Process for the services it supports. The electronic interface gateways include both the Electronic Data Interchange (EDI) interface and the Interconnect Mediated Access (IMA) Graphical User Interface (GUI).

12.2.1.2 The EDI interface provides a single interface for Pre-Order and Order transactions from CLEC to U S WEST and is transaction based, rather than batch based. The interface standards for EDI are based upon the Order & Billing Forum (OBF) Local Service Order Guidelines (LSOG), the Telecommunication Industry Forum (TCIF) Customer Service Guideline and the American National Standards Institute/Accredited Standards Committee (ANSI ASC) X12 using Secured Sockets Layer 3 (SSL3) protocol with exceptions as specified in the IMA and EDI disclosure documents which are provided in conjunction with the implementation responsibilities contained in this Section.

12.2.1.3 The IMA GUI also provides a single interface for Pre-Order and Order transactions from CLEC to U S WEST and is browser based. The IMA GUI interface is based on the LSOG and utilizes a WEB standard technology, Hyper Text Markup

Language (HTML) and the Transmission Control Protocol/Internet Protocol (TCP/IP) to transmit messages.

12.2.1.4 Functions

12.2.1.4.1 Pre-ordering refers to the set of activities performed in conjunction with placing an order. Pre-order consists of the following functions: validate address, service availability, review Customer Service Record (CSR), check facility availability, reserve telephone numbers, and schedule appointments. The electronic interface gateways provide on-line capabilities to perform these functions. Not all functions apply to all products.

- a) Validate address will verify the end user's address.
- b) Service Availability will return the list of POTS products and services available in the Central Office switch serving a particular end user address which will indicate to CLEC, among other things, which products and services are available for resale in the Central Office switch serving a particular end user address. The information is the same as that provided to U S WEST retail operations.
- c) Review Customer Service Record (CSR) gives CLEC the ability to request a display of local exchange services and features (CPNI) U S WEST is currently providing to an end user.
- d) Check Facility Availability will provide an indication of whether existing facilities are available or if new facilities are required, and if a technician must be dispatched to provide the facilities requested at the end user's address. This transaction does not reserve facilities and does not guarantee that facilities will or will not be available when the order is submitted.
- e) Reserve Telephone Numbers provides CLEC with the ability to select an end user's telephone number. The reservation process is further divided into telephone number availability, selection, exchange and return functionality. Expiration period for selection and submission of Telephone Number are:
 - A period up to thirty (30) minutes in which to make a telephone number selection. If this time limit is exceeded, and no attempt has been made to select the telephone numbers, the telephone numbers are sent back to the OSS and an error message is displayed on the LSR. A new query will need to be performed for available telephone numbers.
 - When a telephone number has been reserved, there is a twenty-four (24) hour business period that the telephone number may be included on an LSR. If the time limit is exceeded, the telephone number is returned to the OSS.

f) Schedule Appointment allows CLEC to retrieve a calendar of available appointments and to reserve an appointment date and time so that a technician can be dispatched for premises and/or non-premises work.

g) Expiration period for selection and submission of Appointment Reservation are:

- A selection must be made within a thirty (30) minute period. If an appointment has been selected and the time limit was exceeded, an error message will display. If the error message displays, an updated list of available appointments will need to be requested. If an appointment has already been reserved for this Purchase Order Number, the Appointment Confirmation window will be displayed and will be pre-populated with confirmation number, appointment date and time, and after and before times.
- Appointments are reserved for a 24-hour business period. If the appointment is not attached to a submitted order within 24 business hours, the appointment is returned. When the appointment is successfully reserved, confirmation of the appointment will be displayed to CLEC.

12.2.1.4.2 Ordering and Provisioning

Submitting an LSR will result in the provisioning and installation, if necessary, of an end user's service. The functional set associated with ordering is: Create New LSR, Open LSR, Query LSR Status and FOC Return.

12.2.1.4.2.1 Create New LSR allows entry of information specific to the LSR, including required OBF forms, validates information and submits the LSR for processing.

12.2.1.4.2.2 Open LSR allows CLEC to save LSRs it is not ready to submit for processing as a pending status. When an LSR is saved as pending, all the data in all the forms associated with the LSR is saved. This feature permits CLECs to access, edit, submit, re-save, and purge pending LSRs. In addition, for issued LSRs, CLEC can issue supplementals and cancellations.

12.2.1.4.2.3 Query LSR Status allows CLEC to obtain the status of the LSR. Status is provided to CLEC upon inquiry. Order status functions include the following: Submitted, In Review, Issued, Rejected, Errored, Completed and Jeopardy.

12.2.1.4.2.4 FOC Return returns a Firm Order Confirmation to CLEC. The FOC confirms that U S WEST has received a SR, issued an order, and assigned an order number for tracking.

12.2.1.5 Forecast of Usage

12.2.1.5.1 CLEC shall supply U S WEST with a forecast of products and volumes anticipated to be ordered through the electronic interface gateways on a quarterly basis.

12.2.1.5.2 U S WEST will use CLEC's forecast to provide CLEC sufficient capacity to provide the services and elements requested. If CLEC exceeds its capacity without notification, to the extent that it causes degradation to other users' response times, CLEC's use of its capacity on the IMA or EDI server may be discontinued until a resolution can be mutually agreed to by both Parties. U S WEST will attempt to notify CLEC before discontinuing CLEC's use of the IMA or EDI server; however U S WEST reserves the right to discontinue use if it is unable to contact CLEC.

12.2.1.5.3 When CLEC requests from U S WEST more than twenty SecureIDs, CLEC shall use a T1 line instead of dial-up capabilities.

12.2.1.6 Access Service Request (ASR) Ordering Process

12.2.1.6.1 The Exchange Access Control and Tracking (EXACT) system may be used for orders placed using the ASR process. EXACT is based upon the OBF Access Service Order Guidelines (ASOG). The EXACT interface accepts a batch file that is transmitted via a Network Data Mover (NDM) connection to U S WEST from CLEC. It is CLEC's responsibility to obtain the appropriate software to interface with U S WEST's EXACT system.

12.2.1.7 Facility Based EDI Listing Process

The Facility Based EDI Listing Process is a single interface from CLEC to U S WEST. This interface is based upon the OBF LSOG and ANSI ASC X12 standards, version 4010. This interface enables CLEC listing data to be translated and passed into the U S WEST listing database. After U S WEST's daily batch processing, a Confirmation/Completion record (for every PON provided on input) is returned to CLEC via an EDI 855 transaction.

12.2.2 Maintenance and Repair

12.2.2.1 Maintenance and Repair electronic interfaces support the tracking and resolution of customer's repair and maintenance needs as reported to CLEC. They facilitate the exchange of updated information and progress reports between U S WEST and CLEC while the Trouble Report (TR) is open and a U S WEST technician is working on the resolution.

12.2.2.2 CLEC shall use the electronics interface gateways for reporting trouble. The electronic interface gateways are comprised of either the Mediated Access System Electronic Bonding (MEDIACC EB) interface or the IMA GUI interface.

12.2.2.3 The MEDIACC EB interface uses CMIP protocol over X25 packet switching network using ANS T1M1.5 227/228 standards.

12.2.2.4 The IMA GUI also provides a single interface for trouble reporting from CLEC to U S WEST and is browser based. The IMA GUI interface uses a Berkley Socket interface based upon ANSI T1M1.5 227/228 standards. The IMA GUI uses JAVA as the standard. The IMA GUI interface currently supports trouble reporting for resale and UNEs.

12.2.2.5 Functions

12.2.2.5.1 Maintenance and Repair - The functions, processes and systems used in repair are based on a Trouble Report (TR), which is an electronic document maintained in one or more OSS. A TR contains information about the end user, the trouble, the status of the work on the trouble and the results of the investigation and resolution efforts. These business processes will be made available to CLEC in the following functional set: open a trouble report, modify a trouble report, notification of status change, view trouble report status, or cancel a trouble report, receive a trouble report history, resubmit/delete an erred trouble report and close a trouble report.

- a) Open Trouble Report is the mechanism that captures information needed to resolve the trouble. Once a TR has been opened, if CLEC is using MEDIACC EB, U S WEST sends an electronic transaction to CLEC identifying information about the TR (e.g., commitment date and tracking number).
- b) In IMA for POTS, and in EBTA for POTS and designed services, Modify Trouble Report allows CLEC to modify the trouble severity (for example; change from "service affecting" to "out of service") and trouble narrative on a TR until it has been cleared.
- c) Status Change Notification provides notification to CLEC that the status of a previously opened TR has changed. If CLEC is using MEDIACC EB, CLEC will receive this notification via an electronic transaction. If CLEC is using the IMA GUI interface, CLEC will receive this notification via email and/or fax.
- d) View Trouble Report Status/Trouble Report Status Request allows CLEC to view the status of an opened Trouble Report if CLEC is using IMA GUI. If CLEC is using MEDIACC EB, U S WEST sends an electronic transaction to CLEC with the status of an opened TR after CLEC sends an electronic transaction to request the status.
- e) Cancel Trouble Report allows CLEC to request cancellation of a previously opened TR. Once a request to cancel is received, an orderly cessation of the trouble resolution process begins. If U S WEST has completed any work before the trouble resolution process is stopped, charges to CLEC may apply.
- f) Trouble Report History provides CLEC with historical information on up to the last three trouble reports. For resale, the disposition and trouble report date and time are provided. For design services and

UNEs, the trouble report date and time, a text description of the disposition, the U S WEST Trouble Report Number, and the trouble type are provided. IMA provides trouble report history.

g) Resubmit/Delete allows trouble reports to be resubmitted or deleted via IMA GUI if, prior to entering U S WEST's OSS, the transaction fails or errors. This transaction is only valid if the TR has not entered U S WEST's OSS. This transaction is currently available only via IMA GUI.

h) Close a Trouble Report, for resale, allows U S WEST to close the TR once work is complete. For design services and UNEs, U S WEST sends CLEC a request for verification to close. CLEC then authorizes or denies the closure. CLEC has twenty-four (24) hours to respond. If a response is not received within that time frame, the TR will automatically be closed. U S WEST provides notification to CLEC that a TR has been closed because the trouble was resolved. Additional information, (e.g., disposition, disposition description, outage duration, maintenance of service, charge indicator) is also included. If CLEC is using MEDIACC EB, CLEC will receive this response via an electronic transaction. If CLEC is using the IMA GUI interface, CLEC will receive this response via email and/or fax.

i) Provides MLT test results gives the CLEC the ability to request a loop test for POTS service via EBTA. When CLEC submits a TR through IMA, the technician handling the TR will order a MLT test in appropriate situations.

12.2.3 Hours of Operation

U S WEST's electronic interface gateways will be available to CLECs according to the following schedule:

Function	Monday – Friday	Saturday	Sunday
IMA Pre-Order & Order	06:00 – 20:00		
Exact Order	06:00 – 19:00	07:00 – 17:00	
Repair	02:15 – 23:15	07:00 – 21:00	13:00 – 17:00

U S WEST shall notify CLECs regarding system downtime through mass facsimile distribution and pop-up windows in the IMA GUI. All referenced times are Mountain Time.

The preceding times represent the period of when U S WEST commits that its OSS interfaces and downstream systems will be functioning (except for unforeseen system crashes) and its personnel will be available to assist CLEC. U S WEST's OSS interfaces are typically available 23 hours a day. CLEC may call any maintenance and repair issues to the applicable repair center 24 hours per day, seven days per week. U S WEST shall provide CLEC current repair contact numbers.

12.2.4 Billing

12.2.4.1 For products billed out of the U S WEST Interexchange Access Billing System (IABS) system, U S WEST will utilize the existing CABS/BOS format and technology for the transmission of bills.

12.2.4.2 For products billed out of the U S WEST Customer Record Information System (CRIS), U S WEST will utilize the existing EDI standard for the transmission of monthly local billing information. EDI is an established standard under the auspices of the ANSI/ASC X12 Committee. A proper subset of this specification has been adopted by the Telecommunications Industry Forum (TCIF) as the "811 Guidelines" specifically for the purposes of telecommunications billing.

12.2.5 Outputs

Output information will be provided to CLEC in the form of bills, files, and reports. Bills will capture all regular monthly and incremental/usage charges and present them in a summarized format. The files and reports delivered to CLEC provide more detailed information than the bills. They come in the following categories:

Usage Record File	Line Usage Information
Loss and Completion	Order Information
Category 11	Facility Based Line Usage Information
SAG/FAM	Street Address/Facility Availability Information

12.2.5.1 Bills

12.2.5.1.1 CRIS Summary Bill - The CRIS Summary Bill represents a monthly summary of charges for most wholesale products sold by U S WEST. This bill includes a total of all charges by entity plus a summary of current charges and adjustments on each sub-account. Individual sub-accounts are provided as billing detail and contain monthly, one time charges and incremental/call detail information. The Summary Bill provides one bill and one payment document for CLEC. These bills are segmented by state and bill cycle. The number of bills received by CLEC is dictated by the product ordered and the U S WEST region in which CLEC is operating. The CRIS Summary Bill transmission methods are listed in Exhibit C.

12.2.5.1.2 IABS Bill - The IABS Bill represents a monthly summary of charges. This bill includes monthly and one time charges plus a summary of any usage charges. These bills are segmented by product, LATA, billing account number (BAN) and bill cycle. The IABS Summary Bill & Sub Account Bill Data transmission methods are listed in Exhibit C.

12.2.5.2 Files and Reports

12.2.5.2.1 Daily Usage Record File provides the accumulated set of call information for a given day as captured or recorded by the network switches. This file will be transmitted Monday through Friday, excluding U S WEST holidays. This information is a file of unrated U S WEST originated usage

messages and rated CLEC originated usage messages. It is provided in Alliance for Telecommunication Industry Solution (ATIS) standard (Electronic Message Interface) EMI format. This EMI format is outlined in the document SR-320; which can be obtained directly from ATIS. The Daily Usage Record File contains multi-state data for the Data Processing Center generating this information. Individual state identification information is contained with the message detail. U S WEST will provide this data to CLEC with the same level of precision and accuracy it provides itself. This file will be provided for the following list of products:

Resale

Unbundled Switch Port

12.2.5.2.2 The charge for this Daily Usage Record File is contained in Exhibit A of this SGAT.

12.2.5.2.3 Routing of in-region IntraLATA Collect, Calling Card, and Third Number Billed Messages - U S WEST will distribute in-region intraLATA collect, calling card, and third number billed messages to CLEC and exchange with other CLECs operating in region in a manner consistent with existing inter-company processing agreements. Whenever the daily usage information is transmitted to a carrier, it will contain these records for these types of calls as well.

12.2.5.2.4 Loss Report provides CLEC with a daily report that contains a list of accounts that have had lines and/or services disconnected. This may indicate that the end user has changed CLECs or removed services from an existing account. This report also details the order number, service name and address, and date this change was made. Individual reports will be provided for the following list of products:

Interim Number Portability

Resale

Unbundled Loop

Unbundled Line-side Switch Port

This report media is described in Exhibit C.

12.2.5.2.5 Completion Report provides CLEC with a daily report. This report is used to advise CLEC that the order(s) for the service(s) requested is complete. It details the order number, service name and address and date this change was completed. Individual reports will be provided for the following list of products:

Interim Number Portability

Resale

Unbundled Loop

Unbundled Line-side Switch

This report media is described in Exhibit C.

12.2.5.2.6 Category 11 Records are Exchange Message Records (EMR) which provide mechanized record formats that can be used to exchange access usage information between U S WEST and CLEC. Category 1101 series records are used to exchange detailed access usage information.

12.2.5.2.7 Category 1150 series records are used to exchange summarized Meet Point Billed access minutes-of-use.

These mechanized records are available from U S WEST in the following formats:

NDM (direct connect or dial-up)

Comet

Tape

Cartridge

12.2.5.2.8 SAG/FAM Files. The SAG (Street Address Guide)/ FAM (Features Availability Matrix) files contain the following information:

SAG provides Address and Serving Central Office Information.

FAM provides USOCs and descriptions by state (POTS services only), and USOC availability by NPA-NXX with the exception of Centrex. InterLATA/IntraLATA carriers by NPA-NXX.

These files are made available via a download process. They can be retrieved by ftp (file transfer protocol), NDM connectivity, or a Web browser.

12.2.6 Modifications to OSS Interfaces

CLEC and U S WEST agree to discuss the modification of OSS interfaces based upon evolving standards (e.g., data elements, protocols, transport networks, etc.) and guidelines issued by or referenced by relevant ATIS committees. Establishment of new, or changes to, industry standards and guidelines will be reviewed semi-annually. The review will consider standards and guidelines that have reached final closure as well as those published in final form. Both Parties agree to evaluate evolving standards and determine the relevant modification to be implemented based upon the latest approved version adopted or the latest version reflecting final closure by the relevant ATIS committee or subcommittee. As a result of the review, U S WEST shall draft appropriate interface specifications that shall be made available to CLEC through the electronic gateway disclosure document. Changes shall be implemented in the next release after the distribution of the electronic gateway disclosure document to the CLECs.

12.2.6.1 In the course of establishing operational ready system interfaces between U S WEST and CLEC to support local service delivery, CLEC and U S WEST may need to define and implement system interface specifications that are supplemental to existing standards. CLEC and U S WEST will submit such specifications to the appropriate standards committee and will work towards their acceptance as standards.

12.2.6.2 Release updates will be based on regulatory obligations as dictated by the FCC or Commissions and, as time permits, business requirements. U S WEST will provide to CLEC the features list for modifications to the interface. Specifications for interface modifications will be provided to CLEC three weeks prior to the release date. CLEC is required to upgrade to the current release within six months of the installation date.

12.2.7 CLEC Responsibilities for Implementation of OSS Interfaces

12.2.7.1 Before any CLEC implementation can begin, CLEC must completely and accurately answer the New Customer Questionnaire. This questionnaire is provided by the U S WEST account manager and details information needed by U S WEST to establish service for CLEC.

12.2.7.2 Once U S WEST receives a complete and accurate New Customer Questionnaire, U S WEST and CLEC will mutually agree upon time frames for implementation.

12.2.7.3 If using the EDI interfaces, U S WEST will provide CLEC with a copy of the Production Readiness Verification Document. CLEC is obligated to meet the requirements specified in the Production Readiness Verification Document regardless of whether CLEC chooses to participate in the Production Readiness Verification Test.

12.2.8 CLEC Responsibilities for On-going Support for OSS Interfaces

12.2.8.1 If using the IMA GUI interface, CLEC must work with U S WEST to train CLEC personnel on the IMA GUI functions that CLEC will be using. U S WEST and CLEC shall concur on which IMA GUI functions should be included in CLEC's training. U S WEST and CLEC shall make reasonable efforts to schedule training in a timely fashion.

12.2.8.2 An exchange protocol will be used to transport EDI formatted content. CLEC must perform certification testing of exchange protocol prior to using EDI.

12.2.8.3 If CLEC is using EDI, U S WEST shall provide CLEC with a pre-allotted amount of time to complete certification of its business scenarios. It is the sole responsibility of CLEC to schedule an appointment with U S WEST for certification of its business scenarios. CLEC must comply with the agreed upon dates and times scheduled for the certification of its business scenarios. If the certification of business scenarios is delayed due to CLEC, it is the sole responsibility of CLEC to schedule new appointments for certification of its business scenarios. Conflicts in the schedule could result in certification being delayed. If a delay is due to U S WEST, U S WEST will honor CLEC's schedule through the use of alternative hours.

12.2.8.4 If CLEC is using the EDI interface, CLEC must work with U S WEST to certify the business scenarios that CLEC will be using in order to ensure successful transaction processing. U S WEST and CLEC shall mutually agree to the business scenarios for which CLEC is required to be certified. Certification is granted only for a specific release of EDI. New releases of EDI may require re-certification of some or all business scenarios. A determination as to the need for re-certification will be made by the U S WEST coordinator in conjunction with the release manager of each EDI release. Notice of the need for re-certification will be provided to CLEC three weeks prior to the release date.

12.2.8.5 In the event of electronic interface trouble, CLEC shall use its best efforts to isolate and resolve the trouble using the guidelines provided in the Production Readiness Verification document. If CLEC cannot resolve the problem, then CLEC should contact the Local Service Provider (LSP) Systems Help Desk. The LSP Systems Help Desk is CLEC's Single Point of Contact for electronic interface trouble.

12.2.9 CLEC Support

12.2.9.1 U S WEST shall provide adequate assistance to CLEC for CLEC to understand how to implement and use the OSS functions to which U S WEST is providing access. This assistance will include training, documentation, and a LSP Help Desk. The LSP Help Desk will provide a single point of entry for CLEC to gain assistance in areas involving connectivity, system availability, and file outputs. The LSP Systems Help Desk is available Monday through Friday, 6:00 a.m. until 8:00 p.m. Mountain Time, excluding U S WEST holidays. The Help Desk areas are further described below.

12.2.9.1.1 Connectivity covers trouble with CLEC's access to the U S WEST system for hardware configuration requirements with relevance to EDI and IMA GUI; software configuration requirements with relevance to EDI and IMA GUI; modem configuration requirements, T1 configuration and dial in string requirements, firewall access configuration, SecurID configuration, Profile Setup, and password verification.

12.2.9.1.2 System Availability covers system errors generated during an attempt by CLEC to place orders or open trouble reports through EDI and IMA GUI. These system errors are limited to: POTS; Design Services and Repair.

12.2.9.1.3 File Outputs covers CLEC's output files and reports produced from its usage and order activity. File outputs system errors are limited to: Daily Usage File; Loss / Completion File, IABS Bill, CRIS Summary Bill, Category 11 Report and SAG/FAM Reports.

12.2.9.2 Additional assistance to CLECs is available through various web sites. These web sites provide electronic interface training information and user documentation and technical specifications.

12.2.10 Compensation/Cost Recovery

On-going and one-time startup charges, as applicable, will be billed at rates to be specified by the Commission at the completion of appropriate cost docket hearings. U S WEST shall establish rates for any systems charges not included in appropriate cost docket hearings .

12.3 Maintenance and Repair

12.3.1 Service Levels

12.3.1.1 U S WEST will provide repair and maintenance for all services covered by this SGAT in a manner equal to that which U S WEST provides for itself.

12.3.1.2 During the term of this SGAT, U S WEST will provide necessary maintenance business process support to allow CLEC to provide similar service quality to that provided by U S WEST to its end users.

12.3.1.3 U S WEST will perform repair service that is equal in timeliness and quality to that which it provides to its own end users.

12.3.2 Branding

12.3.2.1 Should U S WEST need to use various forms for communication with CLEC end users (while out on premise dispatches on behalf of CLEC, for example), U S WEST will use unbranded forms.

12.3.2.2 If required by CLEC, U S WEST will use branded forms at CLEC's full expense, covering training costs, storage, printing, distribution and all other branding-related costs.

12.3.3 Service interruptions

12.3.3.1 The characteristics and methods of operation of any circuits, facilities or equipment of either Party connected with the services, facilities or equipment of the other Party pursuant to this SGAT shall not: 1) interfere with or impair service over any facilities of the other Party, its affiliated companies, or its connecting and concurring carriers involved in its services; 2) cause damage to the plant of the other Party, its affiliated companies, or its connecting concurring carriers involved in its services; 3) violate any applicable law or regulation regarding the invasion of privacy of any communications carried over the Party's facilities; or 4) create hazards to the employees of either Party or to the public. Each of these requirements is hereinafter referred to as an "Impairment of Service".

12.3.3.2 If it is confirmed that either Party is causing an Impairment of Service, as set forth in this Section, the Party whose network or service is being impaired (the "Impaired Party") shall promptly notify the Party causing the Impairment of Service (the "Impairing Party") of the nature and location of the problem. The Impaired Party shall advise the Impairing Party that, unless promptly rectified, a temporary discontinuance of the use of any circuit, facility or equipment may be required. The Impairing Party and the Impaired Party agree to work together to attempt to promptly resolve the Impairment

of Service. If the Impairing Party is unable to promptly remedy the Impairment of Service, the Impaired Party may temporarily discontinue use of the affected circuit, facility or equipment.

12.3.3.3 To facilitate trouble reporting and to coordinate the repair of the service provided by each Party to the other under this SGAT, each Party shall designate a repair center for such service.

12.3.3.4 Each Party shall furnish a trouble reporting telephone number for the designated repair center. This number shall give access to the location where records are normally located and where current status reports on any trouble reports are readily available. If necessary, alternative out-of-hours procedures shall be established to ensure access to a location that is staffed and has the authority to initiate corrective action.

12.3.3.5 Before either Party reports a trouble condition, it shall use its best efforts to isolate the trouble to the other's facilities.

12.3.3.5.1 In cases where a trouble condition affects a significant portion of the other's service, the Parties shall assign the same priority provided to other interconnecting CLECs and itself.

12.3.3.5.2 The Parties shall cooperate in isolating trouble conditions.

12.3.4 Trouble Isolation

12.3.4.1 Pursuant to applicable Arizona Tariffs, U S WEST will bill appropriate Trouble Isolation Charges for dispatched work done by U S WEST where the trouble is found to be on the end user's side of the NID or trouble is found to be in CLEC's portion of the network.

12.3.4.2 Other Trouble Isolation Charges may be imposed by U S WEST on CLEC for other internal repair work incurred on behalf of CLEC and later found to be in CLEC network components.

12.3.5 Inside Wire Maintenance

Except where specifically required by state or federal regulatory mandates, U S WEST will not perform any maintenance of inside wire (premise wiring beyond the end user's NID) for CLEC or its end users.

12.3.6 Testing/Test Requests/Coordinated Testing/UNEs

12.3.6.1 U S WEST shall have no obligation to test an end user's line or circuit, but may in appropriate circumstances.

12.3.6.2 Prior to any test being conducted on a line, U S WEST must receive a trouble report from CLEC.

12.3.6.3 U S WEST end users are not given test results. On manually-reported trouble, U S WEST will not provide to CLEC the test results for its trouble reports. For electronically-reported trouble, CLEC may be provided various basic test results.

12.3.6.4 U S WEST's test systems do not support testing of unbundled network elements. CLEC shall isolate the trouble condition on UNE end users to U S WEST's portion of the end user's service before U S WEST accepts a trouble report for that end user.

12.3.7 Workcenter Interfaces

12.3.7.1 U S WEST and CLEC shall work cooperatively to develop positive, close working relationships among corresponding workcenters involved in the trouble resolution processes.

12.3.8 Misdirected Repair Calls

12.3.8.1 CLEC and U S WEST will employ the following procedures for handling misdirected repair calls:

12.3.8.1.1 CLEC and U S WEST will provide their respective end users with the correct telephone numbers to call for access to their respective repair bureaus.

12.3.8.1.2 End users of CLEC shall be instructed to report all cases of trouble to CLEC. End users of U S WEST shall be instructed to report all cases of trouble to U S WEST.

12.3.8.1.3 To the extent the correct provider can be determined, misdirected repair calls will be referred to the proper provider of Basic Exchange Telecommunications Service.

12.3.8.1.4 CLEC and U S WEST will provide their respective repair contact numbers to one another on a reciprocal basis.

12.3.8.1.5 In responding to repair calls, neither Party shall make disparaging remarks about each other, nor shall they use these repair calls as the basis for internal referrals or to solicit end users to market services.

12.3.9 Major Outages/Restoral/Notification

12.3.9.1 U S WEST will notify CLEC of major network outages as soon as is practical. This notification will be via e-mail to CLEC's identified contact. With the minor exception of certain proprietary information, U S WEST will utilize the same thresholds and processes for external notification as it does for internal purposes. This major outage information will be sent via e-mail on the same frequency schedule as is provided internally within U S WEST. Service restoration will be non-discriminatory, and will be accomplished as quickly as possible according to U S WEST and/or industry standards.

12.3.9.2 U S WEST will meet with associated personnel from CLEC to share contact information and review U S WEST's outage restoral processes and notification processes.

12.3.10.10 U S WEST's emergency restoration process operates on a 7X24 basis.

12.3.10 Protective Maintenance

12.3.10.1 U S WEST will perform scheduled maintenance equal in quality to that which it provides to itself.

12.3.10.2 U S WEST will work cooperatively with CLEC to develop industry-wide processes to provide as much notice as possible to CLEC of pending maintenance activity. Such process work will include establishment of reasonable thresholds and notification standards.

12.3.11 Hours of Coverage

12.3.11.1 U S WEST's repair operation is seven days a week, 24 hours a day. Not all functions or locations are covered with scheduled employees on a 7X24 basis. Where such 7X24 coverage is not available, U S WEST's repair operations center (always available 7X24) can call-out technicians or other personnel required for the situation.

12.3.12 Escalations

12.3.12.1 U S WEST will provide trouble escalation procedures to CLEC. Such procedures will be based on the processes U S WEST employs for its own end users. U S WEST escalations are manual processes.

12.3.12.2 U S WEST repair escalations begin with calls to the up-front trouble reporting centers.

12.3.13 Dispatch

12.3.13.1 U S WEST will provide maintenance dispatch personnel on the same schedule as it provides for its own end users.

12.3.13.2 Upon the receipt of a trouble report from CLEC, U S WEST will do all that is reasonable and practical, according to internal and industry standards, to resolve the repair condition. U S WEST will dispatch repair personnel on occasion to repair the condition. It will be U S WEST's decision whether or not to send a technician out on a dispatch. U S WEST reserves the right to make this dispatch decision based on the best information available to it in the trouble resolution process. It is not always necessary to dispatch to resolve trouble; should CLEC require a dispatch when U S WEST believes the dispatch is not necessary, appropriate charges will be billed by U S WEST to CLEC for those dispatch-related costs.

12.3.13.3 For POTS lines, U S WEST will not request authorization from CLEC prior to dispatch. For lines supported by U S WEST's designed services process,

U S WEST may accept CLEC authorization to dispatch. U S WEST's operational processes are regularly reviewed and may be altered in the future. Should processes be changed, CLEC will be notified.

12.3.13.4 CLEC shall perform appropriate trouble isolation and screening prior to submitting a trouble report to U S WEST.

12.3.14 Electronic Reporting

12.3.14.1 CLEC may submit Trouble Reports through IMA or MEDIACC EB.

12.3.15 Intervals/Parity

12.3.15.1 Similar trouble conditions, whether reported on behalf of U S WEST end users or on behalf of CLEC end users, will receive similar commitment intervals.

12.3.16 Jeopardy Management

12.3.16.1 Notification to CLEC will be given on the same basis that a trouble report interval is likely to be missed.

12.3.17 Trouble Screening

12.3.17.1 CLEC shall screen and test its end user trouble reports completely enough to insure that it sends to U S WEST only trouble reports that involve U S WEST facilities.

12.3.17.2 U S WEST will cooperate with CLEC to show CLEC how U S WEST screens trouble conditions in its own centers, so that CLEC will employ similar techniques in its centers.

12.3.18 Maintenance Standards

12.3.18.1 U S WEST will cooperate with CLEC to meet the maintenance standards outlined in this SGAT.

12.3.18.2 On manually-reported trouble, U S WEST will inform CLEC of repair completion as soon as is practical after its completion. On electronically reported trouble reports the electronic system will automatically update status information, including trouble completion, across the joint electronic gateway.

12.3.19 End User Interfaces

12.3.19.1 CLEC will be responsible for all interactions with its end users including service call handling and notifying its end users of trouble status and resolution.

12.3.19.2 All U S WEST employees who perform repair service for CLEC end users will be trained in non-discriminatory behavior.

12.3.20 Repair Call Handling

12.3.20.1 Manually-reported repair calls by CLEC to U S WEST will be answered with the same quality and speed as U S WEST answers calls from its own end users.

12.3.21 Single Point of Contact

12.3.21.1 U S WEST will provide a single point of contact for CLEC to report maintenance issues and trouble reports seven days a week, twenty-four hours a day. A single 7X24 trouble reporting telephone number will be provided to CLEC for each category of trouble situation being encountered.

12.3.22 Network Information

12.3.22.1 U S WEST maintains an information database, available to CLEC for the purpose of allowing CLEC to obtain information about U S WEST's NPAs, LATAs, Access Tandems and Central Offices.

12.3.22.2 This database is known as the ICONN database, available to CLEC via U S WEST's Web site.

12.3.22.3 CPNI information and NXX activity reports are also included in this database.

12.3.22.4 ICONN is updated every two weeks.

12.3.23 Maintenance Windows

12.3.23.1 Generally, U S WEST performs major switch maintenance activities off-hours, during certain "maintenance windows".

12.3.23.2 Generally, the maintenance window is between 10:00 p.m. through 6:00 am Monday through Friday, and Saturday 10:00 p.m. through Monday 6:00 am, Mountain Time.

12.3.23.3 Although U S WEST normally does major switch maintenance during the above maintenance window, there will be occasions where this will not be possible.

12.3.23.4 Planned generic upgrades to U S WEST switches are included in the ICONN database, available to CLEC via U S WEST's Web site.

12.4 Local Interconnection Data Exchange for Billing

12.4.1 There are certain types of calls or types of Interconnection that require exchange of billing records between the Parties, including, for example, alternate billed and Toll Free Service calls. The Parties agree that all call types must be routed between the networks, accounted for, and settled among the Parties. Certain calls will be handled via the Parties' respective operator service platforms. The Parties agree to utilize, where possible and appropriate, existing accounting and settlement systems to bill, exchange records and settle revenue.

12.4.2 The exchange of billing records for alternate billed calls (*e.g.*, calling card, bill-to-third-number and collect) will be distributed through the existing CMDS processes, unless otherwise separately agreed to by the Parties.

12.4.3 Inter-Company Settlements ("ICS") revenues will be settled through the Calling Card and Third Number Settlement System ("CATS"). Each Party will provide for its own arrangements for participation in the CATS processes, through direct participation or a hosting arrangement with a direct participant.

12.4.4 Non-ICS revenue is defined as IntraLATA collect calls, calling card calls, and billed to third number calls which originate on one service provider's network and are billed by another service provider located within the same U S WEST geographic specific region. The Parties agree to negotiate and execute an agreement for settlement of non-ICS revenue. This separate arrangement is necessary since existing CATS processes do not permit the use of CATS for non-ICS revenue. The Parties agree that current message distribution processes, including the CMDS system or U S WEST in-region facilities, can be used to transport the call records for this traffic.

12.4.5 Both Parties will provide the appropriate call records to the intraLATA Toll Free Service provider, thus permitting the service provider to bill its end users for the inbound Toll Free Service. No adjustments to bills via tapes, disks or NDM will be made without the mutual agreement of the Parties.

12.4.6 A charge will apply for Category 1101XX and 1150XX records sent by U S WEST to CLEC in an EMR mechanized format. These records are used to provide information necessary for CLEC to bill the Interexchange Carrier for jointly provided Switched Access Services and 8XX database queries. The charge is for each record created and transmitted is listed in Exhibit A of this SGAT.

Section 13.0 - ACCESS TO TELEPHONE NUMBERS

13.1 Nothing in this SGAT shall be construed in any manner to limit or otherwise adversely impact either Party's right to request an assignment of any NANP number resources including, but not limited to, central office (NXX) codes pursuant to the Central Office Code Assignment Guidelines published by the Industry Numbering Committee ("INC") as INC 95-0407-008 (formerly ICCF 93-0729-010). The latest version of the Guidelines will be considered the current standard.

13.2 Central Office Code Administration has now transitioned to Lockheed Martin. Both Parties agree to comply with Industry guidelines and commission rules, including those sections requiring the accurate reporting of data to the Central Office Code Administrator.

13.3 It shall be the responsibility of each Party to program and update its own switches and network systems pursuant to the Local Exchange Routing Guide (LERG) to recognize and route traffic to the other Party's assigned NXX codes. Neither Party shall impose any fees or charges whatsoever on the other Party for such activities. The Parties will cooperate to establish procedures to ensure the timely activation of NXX assignments in their respective networks.

13.4 Each Party is responsible for administering NXX codes assigned to it. Each Party is responsible for updating the LERG data for NXX codes assigned to its switches. Each Party shall use the LERG published by Bellcore or its successor for obtaining routing information and shall provide through an authorized LERG input agent, all required information regarding its network for maintaining the LERG in a timely manner.

13.5 Each Party shall be responsible for notifying its end users of any changes in numbering or dialing arrangements to include changes such as the introduction of new NPAs or new NXX codes.

Section 14.0 - LOCAL DIALING PARITY

14.1 The Parties shall provide local dialing parity to each other as required under Section 251(b)(3) of the Act. U S WEST will provide local dialing parity to competing providers of telephone exchange service and telephone toll service, and will permit all such providers to have non-discriminatory access to telephone numbers, operator services, directory assistance, and directory listings, with no unreasonable dialing delays.

Section 15.0 - U S WEST Dex

U S WEST and CLEC agree that certain issues outside the provision of basic white page directory listings, such as yellow pages advertising, yellow pages listings, directory coverage, access to call guide pages (phone service pages), applicable listings criteria, white page enhancements and publication schedules will be the subject of negotiations between CLEC and directory publishers, including U S WEST Dex. U S WEST acknowledges that CLEC may request U S WEST to facilitate discussions between CLEC and U S WEST Dex.

Section 16.0 - REFERRAL ANNOUNCEMENT

16.1 When an end user changes from U S WEST to CLEC, or from CLEC to U S WEST, and does not retain its original main/listed telephone number, the Party formerly providing service to the end user will provide a transfer of service announcement on the abandoned telephone number. Each Party will provide this referral service consistent with its Tariff. This announcement will provide details on the new number that must be dialed to reach the end user.

Section 17.0 - BONA FIDE REQUEST PROCESS

17.1 Any request for Interconnection or access to an unbundled network element or ancillary service that is not already available as described herein shall be treated as a Bona Fide Request (BFR). U S WEST shall use the BFR Process to determine the terms and timetable for providing the requested Interconnection, access to UNEs or ancillary services, if available, and the technical feasibility of new/different points of Interconnection. U S WEST will administer the BFR Process in a non-discriminatory manner.

17.2 A BFR shall be submitted in writing and on the appropriate U S WEST form for BFRs. CLEC and U S WEST will work together to prepare the BFR form. This form shall be accompanied by the non-refundable Processing Fee specified in Exhibit A of this SGAT. The form will request, and CLEC will need to provide, at a minimum: (a) a technical description of each requested Network Element or new/different points of Interconnection or ancillary services; (b) the desired interface specification; (c) each requested type of Interconnection or access; (d) a statement that the Interconnection or Network Element or ancillary service will be used to provide a Telecommunications Service; (e) the quantity requested; (f) the specific location requested; (g) if the requested unbundled network element is a proprietary element as specified in Section 251(d)(2) of the Act, CLEC must submit documentation that demonstrates that access to such Network Element is necessary, that the failure to provide access to such Network Element would impair the ability of CLEC to provide the services that it seeks to offer, and that CLEC's ability to compete would be significantly impaired or thwarted without access to such requested proprietary element; and (h) if the requested Unbundled Network Element is a non-proprietary element as specified in Section 251(d)(2) of the Act, CLEC must submit documentation that demonstrates that denial of access to such non-proprietary unbundled network element would impair the ability of CLEC to provide the services that it seeks to offer, and that CLEC's ability to compete would be significantly impaired or thwarted without access to such unbundled network element.

17.3 Within fifteen (15) business days of its receipt, U S WEST shall acknowledge receipt of the BFR and in such acknowledgment advise CLEC of missing information, if any, necessary to process the BFR. Thereafter, U S WEST shall promptly advise CLEC of the need for any additional information required to complete the analysis of the BFR.

17.4 Within thirty (30) business days of its receipt of the BFR and all information necessary to process it, U S WEST shall provide to CLEC a preliminary analysis of the BFR. The preliminary analysis shall specify U S WEST's conclusions as to whether or not the requested Interconnection or access to an unbundled network element complies with the unbundling requirements of the Act.

17.5 If U S WEST determines during the thirty (30) day period that a BFR does not qualify as an unbundled network element or Interconnection or ancillary service that is required to be provided under the Act, U S WEST shall advise CLEC as soon as reasonably possible of that fact, and U S WEST shall promptly, but in no case later than ten business days after making such a determination, provide a written report setting forth the basis for its conclusion.

17.6 If U S WEST determines during the thirty (30) day period that the BFR qualifies under the Act, it shall notify CLEC in writing of such determination within ten (10) business days.

17.7 As soon as feasible, but in any case within 90 business days after U S WEST notifies CLEC that the BFR qualifies under the Act, U S WEST shall provide to CLEC a BFR quote. The BFR quote will include, at a minimum, a description of each Interconnection, Network Element, and ancillary service, the quantity to be provided, any interface specifications, and the applicable rates (recurring and nonrecurring) including the separately stated development costs and construction charges of the Interconnection, unbundled network element or ancillary service and any minimum volume and term commitments required.

17.8 If U S WEST has indicated minimum volume and term commitments, then within 30 business days of its receipt of the BFR quote, CLEC must either agree to purchase under those commitments, cancel its BFR, or seek mediation or arbitration.

17.9 If CLEC has agreed to minimum volume and term commitments under the preceding paragraph, CLEC may cancel the BFR or volume and term commitment at any time, but in the event of such cancellation CLEC will pay U S WEST's reasonable development costs incurred in providing the Interconnection, Unbundled Network Element, or ancillary service to the extent that those development costs are not otherwise amortized.

17.10 If either Party believes that the other Party is not requesting, negotiating or processing any BFR in good faith, or disputes a determination or quoted price or cost, it may seek arbitration pursuant to the Dispute Resolution provision of this SGAT.

Section 18.0 - AUDIT PROCESS

18.1 "Audit" shall mean the comprehensive review of:

18.1.1 Data used in the billing process for services performed, including reciprocal compensation, and facilities provided under this SGAT; and

18.1.2 Data relevant to provisioning and maintenance for services performed or facilities provided by either of the Parties for itself or others that are similar to the services performed or facilities provided under this SGAT for Interconnection or access to unbundled loops, ancillary and finished services.

18.2 The data referred to above shall be relevant to any performance indicators that are adopted in connection with this SGAT, through negotiation, arbitration or otherwise. This Audit shall take place under the following conditions:

18.2.1 Either Party may request to perform an Audit.

18.2.2 The Audit shall occur upon thirty (30) business days written notice by the requesting Party to the non-requesting Party.

18.2.3 The Audit shall occur during normal business hours.

18.2.4 There shall be no more than two Audits requested by each Party under this SGAT in any 12-month period.

18.2.5 The requesting Party may review the non-requesting Party's records, books and documents, as may reasonably contain information relevant to the operation of this SGAT.

18.2.6 The location of the Audit shall be the location where the requested records, books and documents are retained in the normal course of business.

18.2.7 All transactions under this SGAT which are over twenty-four (24) months old will be considered accepted and no longer subject to Audit. The Parties agree to retain records of all transactions under this SGAT for at least 24 months.

18.2.8 Each Party shall bear its own expenses occasioned by the Audit, provided that the expense of any special data collection shall be born by the requesting Party.

18.2.9 The Party requesting the Audit may request that an Audit be conducted by a mutually agreed-to independent auditor. Under this circumstance, the costs of the independent auditor shall be paid for by the Party requesting the Audit.

18.2.10 In the event that the non-requesting Party requests that the Audit be performed by an independent auditor, the Parties shall mutually agree to the selection of the independent auditor. Under this circumstance, the costs of the independent auditor shall be shared equally by the Parties.

18.2.11 The Parties agree that if an Audit discloses error(s), the Party responsible for the error(s) shall, in a timely manner, undertake corrective action for such error(s). All errors not corrected within thirty (30) business days shall be escalated to the Vice-President level.

18.3 All information received or reviewed by the requesting Party or the independent auditor in connection with the Audit is to be considered Proprietary Information as defined by this SGAT. The non-requesting Party reserves the right to require any non-employee who is involved directly or indirectly in any Audit or the resolution of its findings as described above to execute a nondisclosure agreement satisfactory to the non-requesting Party. To the extent an Audit involves access to information of other competitors, CLEC and U S WEST will aggregate such competitors' data before release to the other Party, to insure the protection of the proprietary nature of information of other competitors. To the extent a competitor is an affiliate of the Party being audited (including itself and its subsidiaries), the Parties shall be allowed to examine such affiliates' disaggregated data, as required by reasonable needs of the Audit.

Section 19.0 - CONSTRUCTION CHARGES

19.1 All rates, charges and initial service periods specified in this SGAT contemplate the provision of network Interconnection services and access to unbundled loops or ancillary services to the extent existing facilities are available. Except for modifications to existing facilities necessary to accommodate Interconnection and access to unbundled loops or ancillary services specifically provided for in this SGAT, U S WEST will consider requests to build additional or further facilities for network Interconnection and access to unbundled loops or ancillary services, as described in the applicable section of this SGAT.

19.2 All necessary construction will be undertaken at the discretion of U S WEST, consistent with budgetary responsibilities, consideration for the impact on the general body of end users and without discrimination among the various carriers.

19.3 A quote for CLEC's portion of a specific job will be provided to CLEC. The quote will be in writing and will be binding for ninety (90) business days after the issue date. When accepted, CLEC will be billed the quoted price and construction will commence after receipt of payment. If CLEC chooses not to have U S WEST construct the facilities, U S WEST reserves the right to bill CLEC for the expense incurred for producing the engineered job design.

19.4 In the event a construction charge is applicable, CLEC's service application date will become the date upon which U S WEST receives the required payment.

Section 20.0 - SERVICE PERFORMANCE

20.1 General Provisions

20.1.1 U S WEST will provide reports of service indicators which will assist in an evaluation of the service provided to CLEC.

20.1.2 In no instance shall this SGAT be construed to require U S WEST to provide superior levels of service to CLEC in comparison to the level of service which U S WEST provides to itself or its own end users.

20.1.3 U S WEST may obtain from CLEC comparable service indicators for the services CLEC provides to U S WEST pursuant to this SGAT.

20.2 Service Performance Indicators

The following Service Performance Indicators will be provided to CLEC upon request, but no more frequently than once per month, subject to the provisions of this Section. Performance Indicators characterized as "Core" indicators are those that measure most directly the service or process outcome U S WEST provides to CLEC. Performance Indicators characterized as "Diagnostic" indicators are those that measure aspects of service quality that support aspects measured by core indicators, that represent subprocess outcomes, or that are otherwise duplicative to some degree of aspects measured by "Core" indicators.

20.2.1 Core Service Performance Indicators. U S WEST will report results for the service groupings specified below using service performance indicators as defined in Exhibit B:

A. Local Interconnection Trunks - Ordering and Provisioning:

1. Installation Commitments Met (percent) [OP-3]
2. Installation Interval (average) [OP-4]
3. Installation Trouble Reports (percent) [OP-5]
4. Delayed Days (average) [OP-6]

B. Local Interconnection Trunks Maintenance and Repair:

5. All Troubles Cleared within 4 hours (percent) [MR-5]
6. Mean Time to Restore (average) [MR-6]
7. Repair Repeat Report Rate (average) [MR-7]
8. Trouble Rate (percent) [MR-8]

C. Network Interconnection:

9. Trunk Blocking – Interconnection Trunks (percent) [NI-1]
10. Trunk Blocking – Local Interoffice ("Common") Trunks (percent) [NI-2]

D. Collocation Provisioning:

11. Installation Commitments Met (percent) [CP-1]
12. Installation Interval (average) [CP-2]

E. Access to OSS Functions:

13. Gateway Availability - Human to-Computer Interface (percent) [GA-1]
14. Gateway Availability - Computer-to-Computer Interface (percent) [GA-2]
15. Pre-Order/Order Response Times – Human-to-Computer Interface (average) [PO-1]
16. Pre-Order/Order Response Times - Computer-to-Computer Interface (average) [PO-2]
17. Speed of Answer – Provisioning and Repair Centers (average) [OP-1 & MR-1]
18. Calls Answered within 20 Seconds – Provisioning and Repair Centers (percent) [OP-2 & MR-2]
19. Mean Time to Provide U S WEST-Recorded Usage Records [BI-1]
20. Mean Time to Deliver Invoices [BI-2]

F. Access to Unbundled Loops Ordering and Provisioning:

21. Installation Commitments Met (percent) [OP-3]
22. Installation Interval (average) [OP-4]
23. Installation Trouble Reports (percent) [OP-5]
24. Delayed Days (average) [OP-6]
25. Coordinated Cutover Interval (average) [OP-7]
26. Coordinated Cutover Combined (with INP) Intervals (average) [OP-9]

G. Access to Unbundled Loops Maintenance and Repair:

27. Out of Service Cleared within 24 hours (percent) [MR-3]
28. All Troubles Cleared within 48 hours (percent) [MR-4]
29. Mean Time to Restore (average) [MR-6]
30. Repair Repeat Report Rate (percent) [MR-7]
31. Trouble Rate (percent) [MR-8]

H. Access to Unbundled Transport and Unbundled Switching Ordering and Provisioning:

32. Installation Commitments Met (percent) [OP-3]
33. Installation Interval (average) [OP-4]
34. Installation Trouble Reports (percent) [OP-5]
35. Delayed Days (average) [OP-6]

I. Access to Unbundled Transport and Local Switching Maintenance and Repair:

36. All Troubles Cleared within 4 hours (percent) [MR-5]
37. Mean Time to Restore (average) [MR-6]
38. Repair Repeat Report Rate (percent) [MR-7]
39. Trouble Rate (percent) [MR-8]

J. Access to Emergency Services:

- 40. ALI Database updates Within 24 Hours (percent) [ES-1]
- 41. 911/E911 ES Trunk Installation Intervals (average) [ES-2]

K. Access to Directory Assistance and Operator Services:

- 42. Speed of Answer (average) [DA-1 and OS-1]
- 43. Calls Answered within 10 seconds (percent) [DA-2 and OS-2]

L. Number Portability Ordering and Provisioning:

- 44. Installation Commitments Met – INP (percent) [OP-3]
- 45. Installation Interval – INP (average) [OP-4]
- 46. Installation Trouble Reports – INP (percent) [OP-5]
- 47. Coordinated Cutover Intervals – INP (average) [OP-8]

M. Number Portability Maintenance and Repair:

- 48. Out Of Service Cleared within 24 hours (percent) [MR-3]
- 49. All Troubles Cleared within 48 hours (percent) [MR-4]
- 50. Mean Time To Restore (average) [MR-6]
- 51. Repair Repeat Report Rate (percent) [MR-7]
- 52. Trouble Rate (percent) [MR-8]

N. Resale Services Ordering and Provisioning:

- 53. Installation Commitments Met (percent) [OP-3]
- 54. Installation Interval (average) [OP-4]
- 55. Installation Trouble Reports (percent) [OP-5]
- 56. Delayed Days (average) [OP-6]

O. Resale Services Maintenance and Repair:

- 57. Out of Service Cleared within 24 hours – Non-designed Repair Process (percent) [MR-3]
- 58. All Troubles Cleared within 48 hours – Non-designed Repair Process (percent) [MR-4]
- 59. All Troubles Cleared within 4 hours – Designed Repair Process (percent) [MR-5]
- 60. Mean Time to Restore (average) [MR-6]
- 61. Repair Repeated Report Rate (percent) [MR-7]
- 62. Trouble Rate (percent) [MR-8]

20.2.2 Diagnostic Indicators. U S WEST will report results for the service groupings specified below using service performance indicators as defined in Exhibit B:

A. Pre-Order/Order:

- 1. Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor (percent) [DPO-1]

2. LSR Rejection Notice Interval (average) [DPO-2]
3. LSRs Rejected (percent) [DPO-3]
4. Firm Order Confirmation (FOC) Interval (average) [DPO-4]

B. Ordering and Provisioning:

5. CLEC or CLEC's Customer-Caused Installation Misses (percent) [DOP-1]
6. Delayed Orders Completed more than 15 days past the commitment date (percent) [DOP-2]
7. Delayed Orders Completed more than 90 days past the commitment date (percent) [DOP-3]
8. CLEC or CLEC's Customer-Caused Coordinated Cutover Misses (percent) [DOP-4]

C. Maintenance & Repair:

9. CLEC or CLEC's Customer-Caused Trouble Reports (percent) [DMR-1]

D. Collocation Provisioning:

10. CLEC or CLEC's Customer-Caused Collocation Misses (percent) [DCP-1]
11. Collocation Feasibility Study Interval (average) [DCP-2]
12. Collocation Feasibility Study Commitments Met (percent) [DCP-3]
13. Average Collocation Quote Interval (percent) [DCP-4]

E. Network Interconnection:

14. Provisioning Intervals – U S WEST Interoffice Trunks (average) [DNI-1]
15. Local Interconnection Final Trunk Group Utilization (average) [DNI-2]

20.3 Service Quality Performance Results Reports

20.3.1 For Resale, U S WEST will provide service performance results for performance indicators listed above for CLEC, other CLECs in aggregate, U S WEST end users, and where applicable, for U S WEST affiliates.

20.3.2 For LIS trunks, U S WEST will provide service performance indicator results as follows:

20.3.2.1 Performance results will be provided for LIS trunks procured by CLECs that have utilized joint planning with U S WEST in procuring LIS trunks, and the performance results for LIS trunk services that U S WEST provides to its affiliates which furnish Telecommunications Services, or

20.3.2.2 If CLEC does not participate in joint forecasting and joint planning, CLEC results will be compared to the results of other CLECs that have not participated in joint forecasting.

20.3.3 For unbundled network elements and ancillary services, U S WEST will provide service performance results for performance indicators listed above for CLEC, and other CLECs in aggregate.

20.4 Performance Results Provided to CLEC

The performance results provided to CLEC by U S WEST shall be consistent with the U S WEST Service Performance Indicator Descriptions (PID), which are contained in Exhibit B.

20.5 Performance Results Provided Under this SGAT

The Performance results provided under this SGAT are to be used solely for the purposes set forth herein, and shall be treated as "Proprietary Information" as provided in Section 5.16 of this SGAT.

20.6 Service Performance - Reported Events

20.6.1 When applicable, U S WEST will report service-related performance results for all "events". An "event" is the activity that generates the measurement.

20.6.2 U S WEST will report CLEC results referenced above provided that CLEC has ordered and is utilizing the services reported.

20.6.3 U S WEST will provide the reports on a calendar monthly basis. These reports will be provided upon request within forty-five (45) calendar days of the close of the preceding month.

20.7 Self-Executing Remedies

The purpose and focus of remedies provisions under this SGAT shall be to resolve significant differences in service quality that have been identified through appropriate comparisons of the service performance results reported for the performance indicators defined above. Self-executing remedies are those actions, defined herein, that U S WEST will undertake in good faith and in cooperation with CLEC to respond to such differences immediately, without waiting for determination of whether actual discrimination may exist.

20.7.1 For this purpose, significant differences shall be considered to be those that are determined to be statistically, operationally, and materially significant in each of three (3) or more consecutive months and that reflect a probability that inferior service was apparently provided to CLEC, based on the relevant comparison of performance indicator results. Statistical significance shall be determined as defined in 20.7.3 below. Operational and material significance shall be established by including for comparison only those results that have (a) minimum sample sizes of 30 each, and (b) a relevant comparison demonstrating a service performance difference of a magnitude that can be reasonably considered to have a perceptible effect on end-user customers or CLEC operations.

20.7.2 The Parties shall not rely on any service performance results to determine whether any trend suggesting that non-compliance with the Act may be occurring until U S WEST has collected six months of data. Nothing herein shall be construed to indicate that a significant difference, of itself, means that actual discrimination exists.

20.7.3 Determination of the statistical significance of any difference in appropriately comparable results shall be based on statistical testing for (1) differences in means (where performance indicator results are reported as averages) or (2) differences in proportions (where performance indicator results are reported as percentages), as follows:

- a) Determination of the significance of a difference in mean values of each monthly service performance indicator result shall be based on a "permutation" test using what is commonly referred to as a standard "Z" statistic and a maximum of 1,000 randomly selected permutations of the samples.
- b) The significance of a difference in proportional measurements shall be based on direct calculation of the probability of the observed difference using the binomial distribution with a pooled p value.
- c) A difference in results by either test type (i.e., differences in means or differences in proportions) will be deemed statistically significant if the appropriate one tailed test indicates, with 99 percent confidence, that the performance indicator results being compared appear to be from different populations of performance. In other words, that service being provided to CLEC appears to be inferior to that represented by the comparable results (such as, results representing service provided to CLECs in aggregate or to U S WEST retail).

20.7.4 For each case in which a significant difference as defined above has occurred, U S WEST shall:

- a) Immediately investigate to determine the cause(s) of the difference and, where feasible, begin good-faith efforts to resolve the difference;
- b) Within 45 days, provide to CLEC a written explanation of the result of the investigation as to cause(s) and, as applicable, an action plan describing (a) what has and will be done to resolve the difference, (b) what cooperative actions and timelines on the part of CLEC are needed to facilitate or expedite resolution, and (c) listing key milestones for use by the Parties in tracking progress;
- c) Offer and meet with designated CLEC representatives monthly to discuss progress on resolving the difference(s);
- d) Escalate to vice president level any significant difference that has or is not projected to be resolved within three months of the difference first being identified as significant as defined above, with commitment at that level to direct due diligence toward removing obstacles and expediting resources where feasible and necessary to resolve the difference as soon as possible.

20.7.5 If a statistically and operationally significant difference has occurred in the trend results for any particular performance indicator, the Parties shall allow three (3) months to correct the difference in the trend results. If the statistically and operationally significant difference in trend results is corrected within the three (3) month time, no action, formal or informal, shall be taken by either Party with respect to that difference.

20.7.6 If the statistically and operationally significant difference in trend results is not corrected within the three (3) month time frame, the Dispute Resolution provision of this SGAT shall apply.

20.8 Delaying Events

20.8.1 A Party's failure to meet a requirement in this Section of this SGAT shall not be included when that failure is a result, directly or indirectly, of a Delaying Event.

20.8.2 A "Delaying Event" means:

20.8.2.1 Failure by either Party to perform any of its obligations set forth in this SGAT,

20.8.2.2 Any delay, act or failure to act by an end user, agent or subcontractor of the other Party or

20.8.2.3 Any Force Majeure Event.

20.8.3 If a Delaying Event prevents either Party from performing a measured activity, then such measured activity shall be excluded from the performance indicator(s).

20.9 Records Retention for Service Performance Indicators

Each Party shall maintain complete and accurate records for the specified review period of its performance under this SGAT for each measured activity. Each Party shall provide such records to the other Party in a self-reporting format. Such records shall be in the format kept in the performing Party's ordinary course of business. The Parties agree that such records shall be deemed "Confidential Information".

20.10 Joint Defense and Advocacy

The Parties shall jointly and separately advocate and defend the sufficiency of this SGAT in addressing the nondiscrimination requirements of the Act and wholesale services performance measurements reporting rights, remedies and related terms and conditions in any forum in which its sufficiency might be challenged.

20.11 Cost Recovery

Each Party reserves the right to recover the costs associated with the creation of the above measures, indicators, and reports through a future proceeding before a regulatory body. Such a proceeding may address a wide range of implementation costs not otherwise recovered through charges established herein.

Section 21.0 - NETWORK STANDARDS

21.1 The Parties recognize that U S WEST services and network elements have been purchased and deployed, over time, to Bellcore and U S WEST technical standards. Specification of standards is built into the U S WEST purchasing process, whereby vendors incorporate such standards into the equipment U S WEST purchases. U S WEST supplements generally held industry standards with U S WEST Technical Publications.

21.2 The Parties recognize that equipment vendors may manufacture telecommunications equipment that does not fully incorporate and may differ from industry standards at varying points in time (due to standards development processes and consensus) and either Party may have such equipment in place within its network. Except where otherwise explicitly stated within this SGAT, such equipment is acceptable to the Parties, provided said equipment does not pose a security, service or safety hazard to persons or property.

21.3 Generally accepted and developed industry standards which the Parties agree to support include, but are not limited to:

21.3.1 Switching

- GR-954-CORE LIDB
- GR-2863-CORE AIN
- GR-1428-CORE Toll Free Service
- GR-1432-CORE TCAP
- GR-905-CORE ISUP
- GR-1357-CORE Switched Fractional DS1
- GR-1298-CORE AIN Switching System Generic Requirements
- GR-1299-CORE AIN Service Control Point Adjunct Interface Generic Requirements
- TR-NWT-001284 AIN 0.1 Switching System Generic Requirements
- GR-905-CORE Common Channel Signaling Network Interface Specification
- GR-1432-CORE CCS Network Interface Specification Bellcore TR-TSY-000540, Issue 2R2
- GR-305-CORE
- GR-1429-CORE
- GR-2863-CORE
- FR-64 LATA LSSGR
- GR-334-CORE Switched Access Service
- TR-NWT-000335 Voice Grade Special Access Services
- TR-TSY-000529 Public LSSGR
- TR-NWT-000505 LSSGR Call Processing
- FR-NWT-000271 OSSGR
- TR-NWT-001156 OSSGR Subsystem
- SR-TSY-001171 System Reliability Analysis

21.3.2 Transport

- Bellcore FR-440
- TR-NWT-000499 (TSGR) Transport Systems Generic Requirements
- GR-820-CORE Generic Transmission Surveillance; DS1 and DS3 Performance

GR-253-CORE Synchronous Optical Network Systems (SONET)
TR-NWT-000507 Transmission
TR-NWT-000776 NID for ISDN Subscriber Access
TR-INS-000342 High Capacity Digital Special Access Service
ST-TEC-000051 & 52 Telecommunications Transmission
Engineering Handbooks Volumes 1 & 2

21.3.3 Loops

TR-NWT-000057 Functional Criteria for Digital Loop Carrier Systems Issue 2
TR-NWT-000393 Generic Requirements for ISDN Basic Access Digital
Subscriber Lines
GR-253-CORE SONET Common Generic Criteria
TR-NWT-000303 Integrated Digital Loop Carrier System Generic Requirements
TR-TSY-000673 Operations Interface for an IDLC System
GR-303-CORE Issue 1 Integrated Digital Loop Carrier System Generic
Requirements
TR-NWT-000393 Generic Requirements for ISDN Basic Access Digital
Subscriber Lines
TR-TSY-000008 Digital Interface Between the SLC 96 Digital Loop Carrier
System and a Local Digital Switch
TR-NWT-008 and 303
TA-TSY-000120 Subscriber Premises or Network Ground Wire
GR-49-CORE Generic Requirements for Outdoor Telephone Network Interface
Requirements
TR-NWT-000239 Indoor Telephone Network Interfaces
TR-NWT-000937 Generic Requirements for Outdoor and Indoor Building
Entrance
TR-NWT-000133 Generic Requirements for Network Inside Wiring

21.4 The Parties will cooperate in the development of national standards for Interconnection elements as the competitive environment evolves. Recognizing that there are no current national standards for Interconnection network elements, U S WEST has developed its own standards for some network elements, including:

U S WEST Interconnection – Unbundled Loop #77384

Expanded Interconnection and Collocation for Private Line Transport and Switched Access Services - #77386

Unbundled Dedicated Interoffice Transport - #77389

Competitive Local Exchange Carrier Installation/Removal Guidelines - #77390

21.5 U S WEST Technical Publications have been developed to support service offerings, inform end users and suppliers, and promote engineering consistency and deployment of developing technologies. For a complete listing and to place orders for U S WEST Technical Publications, contact:

Faison Office Products Company
3251 Revere St., Suite 200
Aurora, CO 80011
800-777-3672
Fax – 303-340-1805

Section 22.0 - SIGNATURE PAGE

IN WITNESS WHEREOF, U S WEST has caused this SGAT to be executed by its respective duly authorized representatives as an offer to CLEC for terms and conditions regarding Interconnection, access to unbundled network elements, ancillary services, and/or wholesale telecommunications services available for resale pursuant to the terms, conditions, and prices set forth herein.

U S WEST Communications, Inc.

Signature

Name Printed/Typed

Title

Date

IN WITNESS WHEREOF, and in accordance with sections 1.2 and 3.1 of this SGAT, CLEC has caused this SGAT to be executed by its duly authorized representative as acceptance of U S WEST's offer for the terms and conditions regarding Interconnection, access to unbundled network elements, ancillary services, and/or Telecommunications Services available for resale pursuant to the terms, conditions, and prices set forth in this SGAT.

CLEC

Signature

Name Printed/Typed

Title

EFFECTIVE DATE

TABLE OF CONTENTS FOR EXHIBITS

EXHIBIT A - Price List

EXHIBIT B - Performance Measures

EXHIBIT C - Media for Billing Outputs and Reports

Exhibit A – ARIZONA RATES

ARIZONA RESALE RATES		
	Wholesale Discount Percentage Recurring Charges	Wholesale Discount Percentage Nonrecurring Charges
1.0 Resale		
1.1 Wholesale Discount Rates		
Except as qualified in Section 6.0 of this SGAT, all U S WEST Telecommunications Services shall be available for Resale at the following discounts:		
1.1.1 Basic Residential Line Service	12 %	
1.1.2 Basic Business Line Service	18 %	
1.1.3 All other U S WEST Telecommunication Services	18 %	
1.1.4 Product Specific Nonrecurring Charge		18 %
	Recurring	Nonrecurring
1.2 Customer Transfer Charge (CTC)		
1.2.1 CTC for POTS Service, per line		
Residence		\$5.00
Business		\$5.00
ISDN		\$5.00
1.2.2 CTC for Private Line Transport Services		
First Circuit		\$45.08 ^{*1}
Additional Circuit, per circuit, same CSR		\$31.19 ^{*1}
1.2.3 CTC for Advanced Communications Services, per circuit		\$50.48 ^{*1}

^{*1} Rates not in AZ cost docket U-3021-96-448 ET AL. (TELRIC based cost when required.)

^{*2} ICB, Individual Case Basis pricing until cost study completed and approved.

^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES			
		Recurring	Nonrecurring
2.0 Interconnection			
2.1 Entrance Facilities			
2.1.1	DS1	\$89.42	\$256.87
2.1.2	DS3	\$357.16	\$256.87
		Recurring	Recurring
		Fixed	Per Mile
			Nonrecurring
2.2 Direct Trunked Transport			
2.2.1	DS1		\$0
	DS1 0 to 8 Miles	\$35.98	\$0.65
	DS1 Over 8 to 25 Miles	\$35.99	\$0.94
	DS1 Over 25 to 50 Miles	\$36.00	\$1.75
	DS1 Over 50 Miles	\$36.00	\$1.59
	DS1 First Trunk		\$323.03
	DS1 Each Additional Trunk		\$10.21
2.2.2	DS3		\$0
	DS3 0 to 8 Miles	\$243.17	\$13.32
	DS3 Over 8 to 25 Miles	\$246.15	\$15.90
	DS3 Over 25 to 50 Miles	\$250.66	\$22.91
	DS3 Over 50 Miles	\$249.26	\$22.49
	DS3 First Trunk		\$331.71
	DS3 Each Additional Trunk		\$18.27
		Recurring	Nonrecurring
2.3	Multiplexing, DS3 to DS1	\$196.85	\$164.00
2.4 Local Traffic			
2.4.1	Call Termination		
	End office call termination, per minute of use	\$0.002800	
2.4.2	Tandem Switched Transport		
2.4.2.1	Tandem Switching, per MOU	\$0.001400	
2.4.2.2	Tandem Transmission, per MOU, all mileage bands	\$0.000880	
2.5	Expedite Charge (LIS Trunks)	Arizona State Switched Access Tariff	
2.6	Construction Charges	ICB	ICB
2.7	IntraLATA Toll	U S WEST's Arizona Switched Access Tariff	
2.8	Transit Traffic		
2.8.1	Local Transit	See Tandem Switching and Tandem Transmission rates above.	
2.8.2	IntraLATA Toll	U S WEST's Switched Access Tariff	
2.8.3	Jointly Provided Switched Access	U S WEST's Switched Access Tariff	

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*3 When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

*4 Actual Vendor Charge.

*5 Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

*6 Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

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EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
3.0 Collocation		
3.1 LIS Interconnection Tie Pairs (ITP)		
3.1.1 DS1	\$4.28	\$256.87
3.1.2 DS3	\$14.98	\$269.78
3.2 All Collocation		
3.2.1 Quote Preparation Fee		\$1,381.54
3.2.2 Collocation Entrance Facility, per 2 fibers	\$1.52	\$1,184.74
3.2.3 Collocation Entrance		
Manhole, per month, per manhole	\$13.81	
Handhole, per month, per handhole	\$7.61	
3.2.4 Conduit/Innerduct POI to vault, per foot	\$0.21	
3.2.5 Core drill, per occurrence		\$181.57
3.2.6 Riser, vault to equipment, per foot	\$0.24	
3.2.7 Fiber Optic cable, per 24., per foot	\$0.03	
3.2.8 Fiber placement in conduit and riser, per foot	\$0.83	
3.2.9 Copper 25 pair, per foot	\$0.006	
3.2.10 Copper splicing, per splice		\$45.64
3.2.11 Copper placement conduit and riser, per foot		\$0.83
3.2.12 Coax placement, per foot	\$0.10	
3.2.13 Cable Splicing		
Per set-up		\$375.40
Per fiber spliced		\$15.79
3.2.14 -48 Volt DC power, per ampere	\$12.89	
3.2.15 -48 Volt DC Power, per foot, per A and B feeder		
20 Amps	\$0.21	\$59.14
40 Amps	\$0.29	\$80.69
60 Amps	\$0.35	\$95.34
100 Amps	\$0.22 *	\$133.28 *
200 Amps	\$0.35 *	\$208.78 *
300 Amps	\$0.48 *	\$288.33 *
400 Amps	\$0.62 *	\$372.89 *
3.2.16 AC Power, per Watt, per month	\$0.03	
3.2.17 Inspector Labor, per half hour, minimum 4 hours		
Regular Hour Rate		\$24.49
After Hour Rate		\$36.24
3.2.18 ICDF Frame, Block Terminations		
DS0	\$1.29 *	\$636.68 *
DS1	\$0.78 *	\$465.73 *
DS3	\$0.43 *	\$254.90 *
3.2.19 ICDF Frame, Per Termination		
DS0	\$0.01 *	\$5.19 *
DS1	\$0.02 *	\$12.29 *
DS3	\$0.31 *	\$186.25 *
3.2.20 Security, Per employee, Per C.O.	\$6.40 *	
3.2.21 Heating and Air Conditioning	ICB	ICB

*1 Rates not in AZ cost docket U-3021-96-448 ET AL. (TELRIC based cost when required.)

*2 ICB, Individual Case Basis pricing until cost study completed and approved.

*3 When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

*4 Actual Vendor Charge.

*5 Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

*6 Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

*7 Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
3.2.22 Cable Racking		
DS0		\$.52 ^{*1}
DS1		\$1.04 ^{*1}
DS3		\$.67 ^{*1}
3.2.23 Channel Regeneration		
3.2.23.1 DS1 Regeneration	\$6.30	0
3.2.23.2 DS3 Regeneration	\$41.32	0
3.3 Virtual Collocation		
3.3.1 Maintenance Labor, per half hour		
Regular Hour Rate		\$22.20
After Hour Rate		\$31.57
3.3.2 Training Labor, per half hour		\$23.95
3.3.3 Engineering, per half hour		
Regular Hour Rate		\$24.55
After Hour Rate		\$35.25
3.3.4 Installation, per half hour		
Regular Hour Rate		\$23.73
After Hour Rate		\$33.20
3.3.5 Equipment Bay -recurring, per shelf	\$6.41	
3.4 Caged Physical Collocation		
3.4.1 Cage Enclosure	ICB	ICB
3.4.2 Floor Space Lease, per square foot		
Zone 1	\$2.75	
Zone 2	\$2.26	
Zone 3	\$2.06	
3.4.3 Back up AC Power, per foot		
20 Amp, Single Phase	\$.02 ^{*1}	\$9.78 ^{*1}
20 Amp, Three Phase	\$.02 ^{*1}	\$11.08 ^{*1}
30 Amp, Single Phase	\$.02 ^{*1}	\$10.21 ^{*1}
30 Amp, Three Phase	\$.02 ^{*1}	\$12.38 ^{*1}
40 Amp, Single Phase	\$.02 ^{*1}	\$11.23 ^{*1}
40 Amp, Three Phase	\$.02 ^{*1}	\$13.82 ^{*1}
50 Amp, Single Phase	\$.02 ^{*1}	\$12.52 ^{*1}
50 Amp, Three Phase	\$.03 ^{*1}	\$15.74 ^{*1}
60 Amp, Single Phase	\$.02 ^{*1}	\$13.58 ^{*1}
60 Amp, Three Phase	\$.03 ^{*1}	\$17.46 ^{*1}
100 Amp, Single Phase	\$.03 ^{*1}	\$15.78 ^{*1}
100 Amp, Three Phase	\$.04 ^{*1}	\$22.18 ^{*1}
3.4.4 Grounding		
2/0 AWG	\$.1194 ^{*1}	\$5.97 ^{*1}
1/0 AWG	\$.1763 ^{*1}	\$8.82 ^{*1}
4/0 AWG	\$.2096 ^{*1}	\$10.48 ^{*1}
350 kcmil	\$.3228 ^{*1}	\$16.14 ^{*1}
500 kcmil	\$.3765 ^{*1}	\$18.83 ^{*1}
750 kcmil	\$.4672 ^{*1}	\$23.36 ^{*1}
3.4.5 Humidification, per leased physical space	\$28.03	

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^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES			
		Recurring	Nonrecurring
3.5 Cageless Physical Collocation		See the Physical Collocation rates above, without the cage Enclosure or Grounding rates.	
5.0 Interconnection Tie Pairs (ITP)			
5.1 ITP Per Termination			
DSO 2 wire		ICB ^{*2}	ICB ^{*2}
DSO 4 wire		ICB ^{*2}	ICB ^{*2}
DS1 Per each Termination		ICB ^{*2}	ICB ^{*2}
DS3 Per each Termination		ICB ^{*2}	ICB ^{*2}
6.0 Unbundled Dedicated Interoffice Transport (UDIT)			
	Recurring	Recurring	Nonrecurring
	Fixed	Per Mile	
6.1 DS1 UDIT			\$302.91 ^{*1}
DS1 0 to 8 Miles	\$35.98	\$0.65	
DS1 Over 8 to 25 Miles	\$35.99	\$0.94	
DS1 Over 25 to 50 Miles	\$36.00	\$1.75	
DS1 Over 50 Miles	\$36.00	\$1.59	
6.2 DS3 UDIT			\$302.91 ^{*1}
DS3 0 to 8 Miles	\$243.17	\$13.32	
DS3 Over 8 to 25 Miles	\$246.15	\$15.90	
DS3 Over 25 to 50 Miles	\$250.66	\$22.91	
DS3 Over 50 Miles	\$249.26	\$22.49	
6.3 DS0 UDIT			ICB ^{*2}
DS0 0 to 8 Miles	ICB ^{*2}	ICB ^{*2}	
DS0 Over 8 to 25 Miles	ICB ^{*2}	ICB ^{*2}	
DS0 Over 25 to 50 Miles	ICB ^{*2}	ICB ^{*2}	
DS0 Over 50 Miles	ICB ^{*2}	ICB ^{*2}	
6.4 Entrance Facilities			
DS1		\$89.42	\$256.87
DS3		\$357.16	\$256.87
6.5 DS0 UDIT Low Side Channelization		ICB ^{*2}	
6.6 Multiplexing			
DS3 to DS1		\$196.85	\$2,281.44 ^{*1}
DS1 to DS0		\$200.08	\$230.93 ^{*1}
6.7 DS1/DS0 Low Side Channelization		\$6.08 ^{*1}	\$231.47 ^{*1}
7.0 Shared Transport			
7.1 Per Minute of Use		\$0.018 ^{*1}	N/A ^{*5}
8.0 Unbundled Customer Controlled Rearrangement Element (UCCRE)			
8.1 DS1 Port		ICB ^{*2}	ICB ^{*2}
8.2 DS3 Port		ICB ^{*2}	ICB ^{*2}
8.3 Network Controller		ICB ^{*2}	ICB ^{*2}

^{*1} Rates not in AZ cost docket U-3021-96-448 ET AL. (TELRIC based cost when required.)

^{*2} ICB, Individual Case Basis pricing until cost study completed and approved.

^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
8.4 Dial Up Access	ICB ^{*2}	ICB ^{*2}
8.5 Attendant Access	ICB ^{*2}	ICB ^{*2}
8.6 DS1	ICB ^{*2}	ICB ^{*2}
8.7 DS3	ICB ^{*2}	ICB ^{*2}
8.8 Virtual Ports	ICB ^{*2}	ICB ^{*2}
8.9 Basic Installation		ICB ^{*2}
9.0 Unbundled Network Elements (UNEs)		
9.1 Unbundled Loops		
9.1.1 Analog Loops		
9.1.1.1 2-wire voice grade	\$21.98	See Installation options, Section 9.2.1
9.1.1.2 4-wire voice grade	\$22.90	See Installation options, Section 9.2.1
9.1.2 Non-loaded Loops		
9.1.2.1 2-wire Non-loaded Loop	\$21.98	See Installation options, Section 9.2.1
9.1.2.2 4wire Non-loaded Loop	\$22.90	See Installation options, Section 9.2.1
9.1.2.3 Unloading/Conditioning Charge		\$114.80
9.1.3 Digital Capable Loops		
9.1.3.1 Basic rate ISDN capable Loop	\$21.98	See Installation options, Section 9.2.1
9.1.3.2 DS1 capable Loop	\$89.42	See Installation options, Section 9.2.1
9.1.3.3 Regeneration		
DS1	\$12.60 ^{*1}	
DS3	\$82.63 ^{*1}	
9.1.3.4 Extension Technology	\$6.75 ^{*1}	
9.2.1 Loop Installation Charges	See related monthly recurring charges in Sections 9.1.1 - 9.1.3 above	
9.2.1.1 Basic Installation		
First DS1 Installation		\$482.00 ^{*1}
First Analog Installation		\$45.92 ^{*1}
Each Additional Analog Installation		\$40.92 ^{*1}
Residence 2-wire		\$40.92
Business - 2-wire		\$45.92
Residence 4-wire		\$41.81
Business 4-wire		\$46.92
9.2.1.2 Coordinated Installation Without Cooperative Testing		
First Analog Loop		\$118.05 ^{*1}
Each Additional Analog Loop		\$59.75 ^{*1}
9.2.1.3 Basic Installation With Performance Testing		
First Analog Loop		\$146.06 ^{*1}
Each Additional Analog Loop		\$89.26 ^{*1}

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^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

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EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
9.2.1.4 Coordinated Installation With Cooperative Testing		
First Analog Loop		\$194.22 ^{*1}
Each Additional Analog Loop		\$137.93 ^{*1}
9.3 Network Interface Device (NID)	\$0.58	\$30.00
10.0 Switching		
10.1 Tandem Switching		
DS1 Local Message Trunk Port		\$337.96 ^{*1}
Trunk Group-First Trunk		\$278.91 ^{*1}
Message Trunk Group – Each Additional Trunk		\$8.64 ^{*1}
Per minute of Use	\$0.0014	
10.2 Local Switching		
10.2.1 Analog Line Side Port	\$6.34 ^{*2}	\$42.58 ^{*1} ^{*3}
10.2.1.1 Vertical Features		
Call Hold	\$0.0568 ^{*1}	
Call Transfer	\$0.2166 ^{*1}	
Three Way Calling	\$0.0963 ^{*1}	
Call Pickup	\$0.0577 ^{*1}	
Call Waiting/Cancel Call Waiting	\$0.1330 ^{*1}	
Distinctive Ringing	\$0.0797 ^{*1}	
Speed Call Long – Customer Change	\$0.0654 ^{*1}	
Station Dial Conferencing (6-way)	\$1.0508 ^{*1}	
Call Forwarding Busy Line	\$0.1386 ^{*1}	
Call Forwarding Don't Answer	\$0.1696 ^{*1}	
Call Forwarding Variable	\$0.1414 ^{*1}	
Call Forwarding Variable Remote	\$0.1128 ^{*1}	
CLASS – Call Waiting ID	\$0.0519 ^{*1}	
CLASS – Calling Name & Number	\$0.1915 ^{*1}	
CLASS – Calling Number Delivery	\$0.0808 ^{*1}	
CLASS – Calling Number Delivery – Block	\$0.3822 ^{*1}	
CLASS – Continuous Redial	\$0.5008 ^{*1}	
CLASS – Last Call Return	\$0.4258 ^{*1}	
CLASS – Priority Calling	\$1.0829 ^{*1}	
CLASS – Selective Call Forwarding	\$0.9206 ^{*1}	
CLASS – Selective Call Rejection	\$1.7651 ^{*1}	
CLASS – Anonymous Call Rejection	\$0.3937 ^{*1}	
Call Park (Store & Retrieve)	\$0.1289 ^{*1}	
Message Waiting Indication A/V	\$0.0662 ^{*1}	
10.2.1.2 Subsequent Order Charge		\$12.75 ^{*1}
10.2.2 Digital Line Side Port (Supporting BRI ISDN)	\$17.13 ^{*1}	
10.2.2.1 Nonrecurring, first Port		\$277.13 ^{*1}
10.2.2.2 Nonrecurring, each additional Port		\$277.13 ^{*1}
10.2.3 Digital Trunk Ports		
10.2.3.1 DS1 Message Trunk Port (Supporting Local Message Traffic)		\$337.96 ^{*1}
10.2.3.1.1 Message Trunk Group – First Trunk		\$278.91 ^{*1}

^{*1} Rates not in AZ cost docket U-3021-96-448 ET AL. (TELRIC based cost when required.)

^{*2} ICB, Individual Case Basis pricing until cost study completed and approved.

^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
10.2.3.1.2 Message Trunk Group – Each Additional		\$8.64 ^{*1}
10.2.3.2 DS1/DID/DOD/PBX Trunk Port	ICB ^{*2}	ICB ^{*2}
10.2.3.3 Digital PRI ISDN Trunk Port	ICB ^{*2}	ICB ^{*2}
10.2.4 DS0 Analog Trunk Port	ICB ^{*2}	ICB ^{*2}
10.2.5 Local usage, per minute of use	\$.0071 ^{*7}	
10.2.6 Customized Routing		
10.2.6.1 Development of Custom Line Class Code		ICB ^{*2}
10.2.6.2 Installation Charge, per switch		ICB ^{*2}
11.0 Common Channel Signaling/SS7		
11.1 STP Port	See FCC Tariff #5	ICB ^{*2}
11.2 Options Activation Charge		
11.2.1 Basic Translations		
First Point Code		ICB ^{*2}
Each Additional Point Code		ICB ^{*2}
11.2.2 Database Translations		
First Point Code		ICB ^{*2}
Each Additional Point Code		ICB ^{*2}
11.3 Signal Formulation, per Signaling message	ICB ^{*2}	
11.4 Signal Transport, per Signaling message	ICB ^{*2}	
11.5 Signal Switching, per Signaling message	ICB ^{*2}	
12.0 Construction Charges	ICB	ICB
13.0 Interim Number Portability		
13.1 Number Ported	NA	\$4.47
13.2 Additional Call Path	NA	
13.3 Service Establishment, per route, per switch		\$20.65
13.3 Service Establishment, additional number ported or changes to existing numbers, per number ported		\$3.32
13.4 Coordinated Out of Hours Cut <u>Non Sunday/Holiday</u>		\$59.73 per hr. per person ^{*1}
13.5 Coordinated Out of Hours Cut <u>Sunday/Holiday</u>		\$73.74 per hr. per person ^{*1}
14.0 Local Number Portability		
14.1 LNP Queries	See FCC Tariff #5	
15.0 911/E911	No Charge	
16.0 Directory Assistance, Facility Based Providers		
16.1 Regional Directory Assistance, per call	\$0.280	

^{*1} Rates not in AZ cost docket U-3021-96-448 ET AL. (TELRIC based cost when required.)

^{*2} ICB, Individual Case Basis pricing until cost study completed and approved.

^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
16.2 National Directory Assistance, per call	\$0.385* ¹	
16.3 Call Branding, setup and recording		
16.3.1 Front End Brand setup and recording		\$3,560.00 * ⁴
16.3.2 Back End Brand setup and recording		\$3,560.00 * ⁴
16.4 Call Completion, per call	Under Development * ⁶	
17.0 White Pages Directory Listings, Facility Based Providers		
17.1 Primary Listing	No Charge	
17.2 Premium/Privacy Listings	General Exchange Tariff Rate, less wholesale discount	
18.0 Directory Assistance List Information		
18.1 Initial Database Load, per Listing	\$0.025 * ¹	
18.2 Reload of Database, per Listing	\$0.020 * ¹	
18.3 Daily Updates, per Listing		
18.3.1 Daily Updates, per Listing for individual CLECs or agent serving one CLEC	\$0.025 * ¹	
18.3.2 Daily Updates, per Listing for agents serving multiple CLECs	\$0.05 * ¹	
18.4 One-time Set Up Fee	\$67.43/hour * ¹	
18.5 Media Charges for File Delivery		
18.5.1 Electronic transmission	\$0.002 * ¹	
18.5.2 Tapes (charges only apply if this is selected as the normal delivery medium for daily updates)	\$30/tape* ¹	
18.5.3 Shipping Charges (for tape delivery)	Actual rate charged by vendor selected	
19.0 Toll and Assistance Operator Services, Facility Based Providers. Option A or Option B		
19.1 Option A - Per Message		
Operator Handled Calling Card	\$0.46 * ¹	
Machine Handled Call	\$0.18 * ¹	
Station Call	\$0.84 * ¹	
Person Call	\$2.05 * ¹	
Connect to Directory Assistance	\$0.55 * ¹	
Busy Line Verify	\$0.72	
Busy Line Interrupt	\$0.87	
Operator Assistance	\$0.36 * ¹	
19.2 Option B - Per Operator Work Second and Computer Handled Calls		
Operator Handled, per operator work second	\$0.0200 * ¹	
Machine Handled, per call	\$0.13 * ¹	
19.3 Call Branding, set-up and recording as follows:		
19.3.1 Front End Brand setup and recording		\$3,560.00 * ⁴
19.3.2 Back End Brand setup and recording		\$3,560.00 * ⁴
20.0 Advanced Intelligent Network (AIN)		
20.1 AIN Service Creation Environment		ICB * ²
20.2 Access to AIN Operational Support Systems / Service Management	ICB * ²	ICB * ²
20.3 AIN Query Processing, per query	ICB * ²	

^{*1} Rates not in AZ cost docket U-3021-96-448 ET AL. (TELRIC based cost when required.)

^{*2} ICB, Individual Case Basis pricing until cost study completed and approved.

^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

EXHIBIT A - ARIZONA RATES

ARIZONA RATES		
	Recurring	Nonrecurring
21.0 Line Information Database (LIDB)		
21.1 LIDB Storage		ICB ^{*2}
21.2 Line Validation Administration System Access (LVAS)		ICB ^{*2}
21.2.1 LIDB Line Record Initial Load		ICB ^{*2}
21.2.2 Mechanized Service Account Update, per addition or update processed	ICB ^{*2}	
21.2.3 Individual Line Record Audit		ICB ^{*2}
21.2.4 Account Group Audit		ICB ^{*2}
21.2.5 Expedited Request Charge for Manual Updates		ICB ^{*2}
21.3 LIDB Query Service, per query	ICB ^{*2}	
21.4 Fraud Alert Notification, per alert	ICB ^{*2}	
22.0 Access to Poles, Ducts, Conduits and Rights of Way		
22.1 Pole Inquiry Fee, per mile		\$114.00 ^{*1}
22.2 Innerduct Inquiry Fee, per mile		\$171.00 ^{*1}
22.3 Field Verification Fee		ICB
22.4 Make-Ready Work		ICB
22.5 Pole Attachment Fee, per foot, per year	\$2.82 ^{*1}	
22.6 Innerduct Occupancy Fee, per foot, per year	\$0.48 ^{*1}	
23.0 8XX Database Query Service		
23.1 Per Query	\$0.00117966 ^{*1}	
23.2 POTS Translation	\$0.00005115 ^{*1}	
23.3 Call Handling & Destination Feature	\$0.00004194 ^{*1}	
24.0 ICNAM, Per Query	\$0.016 ^{*1}	
25.0 Bona Fide Request Process		
25.1 Processing Fee		\$2,128.00 ^{*1}
26.0 Daily Usage Record File, per record	\$0.0011 ^{*1}	
27.0 Category 11 Mechanized Record Charge, per record	\$0.0025 ^{*1}	

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^{*3} When Unbundled loop and switching are ordered together, the nonrecurring charge does not apply.

^{*4} Actual Vendor Charge.

^{*5} Nonrecurring Charges for Shared Transport are included within the charge for the associated line-side switch port.

^{*6} Pricing for ancillary service under development, to be filed by 3rd quarter 1999.

^{*7} Proposed pricing pending promulgation by FCC of new UNE rules and Appellate Court Review of current FCC pricing rules.

Exhibit B – PERFORMANCE MEASURES

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Exhibit B – PERFORMANCE MEASURES

U S WEST's Service Performance Indicators

Introduction

U S WEST (USW) will provide comparative reports for the performance indicators defined herein that reflect the results, in percentages and/or averages, for USW and CLECs (Competitive Local Exchange Carriers) in aggregate (except as noted herein). All reports provided hereunder will be subject to agreements of confidentiality and / or nondisclosure. (References to order types, e.g., "C" or "N" orders, are defined at the end of this exhibit under "Types of Orders.")

CORE INDICATORS

Core Gateway Availability Indicators

Indicator Number: GA-1

Category: Gateway Availability

Measure: Gateway Availability – via Human-to-Computer Interface

Purpose:

To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs.

Description:

Measures the availability of the IMA (Interconnect Mediated Access) interface, reports the percentage of scheduled time the IMA Interface is available for view and/or input.

Indicator Number: GA-2

Category: Gateway Availability

Measure: Gateway Availability – via Computer-to-Computer Interface

Purpose:

To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs.

Note: *Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity exceeds 1,000 local service requests submitted through the interface.*

Description:

Measures the availability of EDI (Electronic Data Interchange) interface, reports the percentage of scheduled time the EDI Interface is available for view and/or input.

Exhibit B – PERFORMANCE MEASURES

Core Pre-Order/Order Indicators

Indicator Number: PO-1

Category: Pre-Order/Order

Measure: Pre-Order / Order Response Times – via Human-to-Computer Interface

Purpose:

To evaluate the timeliness of CLEC access to USW's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types through the specified gateway interface.

Description:

Measures the time interval between query and response for specified pre-order/order transactions through IMA. Results are reported separately for the following transaction types:

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Feature Function and Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number

Exclusions:

- None

Indicator Number: PO-2

Category: Pre-Order/Order

Measure: Pre-Order / Order Response Times via Computer-to-Computer Interface

Purpose:

To evaluate the timeliness of CLEC access to USW's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types through the specified gateway interface.

Note: *Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity exceeds 1,000 local service requests submitted through the interface.*

Description:

Measures the time interval between query and response for specified pre-order/order transactions through EDI. Results are reported separately for the following transaction types:

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Feature Function and Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number

Exclusions:

- None

Exhibit B – PERFORMANCE MEASURES

Core Ordering and Provisioning Indicators

With the exception of OP-1 and OP2, results for the following performance indicators will be provided for each standard service grouping, as defined in the list at the end of this exhibit..

Indicator Number: OP-1

Category: **Ordering and Provisioning**

Measure: **Speed of Answer - Interconnect Provisioning Center**

Purpose:

To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on how long it takes for calls to be answered.

Description:

Measures the average time following the first ring to answer calls in the Interconnection Provisioning Center, which handles Wholesale calls only. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: OP-2

Category: **Ordering and Provisioning**

Measure: **Calls Answered within twenty seconds - Interconnect Provisioning Center**

Purpose:

To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on the extent to which calls are answered within twenty seconds.

Description:

Measures the percent of Interconnection Provisioning Center calls answered within twenty seconds of the first ring. (Interconnect Provisioning Centers handle Wholesale calls only.) Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: OP-3

Category: **Ordering and Provisioning**

Measure: **Installation Commitments Met**

Purpose:

To evaluate the extent to which USW installs services for CLECs as scheduled or promised.

Description:

Measures the percentage of orders for which the committed due date is met. Includes (inward) C, N, and T order types.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Orders issued pending: Right of Way; facilities; or customer deposit.

Indicator Number: OP-4

Category: Ordering and Provisioning

Measure: Installation Interval

Purpose:

To evaluate the timeliness of USW's installation of services for CLECs, focusing on the average time to install service.

Description:

Measures the average interval (in business days) between the application date and the completion date for service. (Must have verified facilities in place at the time of the request.) Includes only (inward) C, N, and T orders dispatched to a field technician.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Orders with customer requested due dates and intervals increased due to customer-caused delays

Exhibit B – PERFORMANCE MEASURES

Indicator Number: OP-5

Category: Ordering and Provisioning

Measure: Installation Trouble Reports

Purpose:

To evaluate accuracy of ordering and installation of services, focusing on the extent to which trouble reports related to new installations are generated.

Description:

Measures Maintenance/Repair requests received within thirty (30) calendar days of a completed service provisioning order (N, C and T orders only) as a percentage of the related new installation total orders.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Maintenance/repair of service reports coded to: customer education; CPE trouble; customer action; and referred to another company (including CLEC).

Indicator Number: OP-6

Category: Ordering and Provisioning

Measure: Delayed Days

Purpose:

To evaluate the extent to which USW is late in installing services for CLECs, focusing on the average number of days late orders are completed beyond the committed due date.

Description:

Measures the average number of days service is delayed beyond the original due date for reasons attributed to USW.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Orders delayed due to Customer reasons are excluded.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: OP-7

Category: **Ordering and Provisioning**

Measure: **Coordinated Cutover Interval - Unbundled Loop**

Purpose:

To evaluate the timeliness and convenience of coordinated cutovers of unbundled loops, focusing on time from start of cutover to completion of cutover, including those with and without interim number portability.

Description:

Measures the average time to complete the cutover of an unbundled loop. Separate results are provided as follows:

1. OP-7A Loop cutover coordinated with Interim Number Portability (INP).
2. OP-7B Loop cutover not associated with INP.

Exclusions:

- None

Indicator Number: OP-8

Category: **Ordering and Provisioning**

Measure: **Coordinated Cutover Interval - INP**

Purpose:

To evaluate the timeliness and convenience of coordinated cutovers of interim number portability, focusing on time from start of cutover to completion of cutover, including those with and without unbundled loops.

Description:

Measures the average time to complete an Interim Number Portability cutover. Separate results are provided as follows:

1. OP-8A INP cutover coordinated with an Unbundled Loop.
2. OP-8B INP cutover not associated with INP.

Exclusions:

- None

Indicator Number: OP-9

Category: **Ordering and Provisioning**

Measure: **Coordinated Cutover Combined Interval – Unbundled Loop and INP Combined**

Purpose:

To evaluate the combined effect of the timeliness and convenience of coordinated cutovers involving both unbundled loops and interim number portability.

Description:

Measures the Average time (beginning to end) to complete a coordinated cutover of an unbundled loop combined with Interim Number Portability (i.e., OP-7A + OP-8A).

Exclusions:

- None

Exhibit B – PERFORMANCE MEASURES

Core Maintenance and Repair Indicators

With the exception of MR-1 and MR-2, results for the following performance indicators will be provided for each standard service grouping, as defined in the list at the end of this exhibit.

Indicator Number: MR-1

Category: Maintenance and Repair

Measure: Speed of Answer – Interconnect Repair Center

Purpose:

To evaluate timeliness of CLEC access to USW's interconnection repair center(s), focusing on how long it takes for calls to be answered.

Description:

Measures the average time following the first ring to answer calls in the Interconnection Repair Center, which handles Wholesale calls only. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: MR-2

Category: Maintenance and Repair

Measure: Calls Answered with 20 seconds – Interconnect Repair Center

Purpose:

To evaluate of CLEC access to USW's interconnection repair center(s), focusing on the number of calls answered within twenty seconds.

Description:

Measures the percentage of Interconnection Repair Center calls answered within twenty seconds of the first ring. (Interconnect Repair Centers handle Wholesale calls only.) Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: MR-3

Category: Maintenance and Repair

Measure: Out of Service Cleared within 24 hours – Non-designed Repair Process

Purpose:

To evaluate timeliness of repair for non-designed services, focusing on cases where the trouble has rendered the service unusable and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 24 hours for out-of-service conditions).

Description:

Measures the percent of Non-designed service trouble reports cleared within 24 hours of a call from a CLEC, or from a USW end user retail customer, to USW. This measurement includes only out of service (OOS) trouble reports, which are defined as the inability to initiate or receive calls.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-4

Category: Maintenance and Repair

Measure: All Troubles cleared within 48 hours – Non-Designed Repair Process

Purpose:

To evaluate timeliness of repair for non-designed services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 48 hours for service-affecting conditions).

Description:

Measures the percent of Non-designed service trouble reports cleared within 48 hours of a call from a CLEC, or from a USW end user retail customer, to USW. This measurement includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-5

Category: Maintenance and Repair

Measure: All Troubles Cleared within 4 hours – Designed Repair Process

Purpose:

To evaluate timeliness of repair for designed services, focusing on trouble cases of all types (both out of service and service-affecting) and on the number of such cases resolved within the standard estimate for designed services (i.e., 4 hours).

Description:

Measures the percentage of trouble reports for designed services that are cleared within four hours of a call from a CLEC, or from a USW end user retail customer, to USW. The measurement includes only out of service trouble reports, which are defined as the inability to initiate or receive calls.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-6

Category: Maintenance and Repair

Measure: Mean Time to Restore

Purpose:

To evaluate timeliness of repair, focusing how long it takes to restore services to proper operation.

Description:

Measures the average time to resolve requests for repair. All USW and customer-caused delays (no access, no available work force, etc.) are included.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-7

Category: Maintenance and Repair

Measure: Repair Repeat Report Rate

Purpose:

To evaluate the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 days).

Description:

Measures the percentage of repair reports that are repeated within 30 days. Includes USW network or system caused reports

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports due to end user customer or CLEC action, end user or CLEC equipment failures, and/or customer education are excluded.

Indicator Number: MR-8

Category: Maintenance and Repair

Measure: Trouble Rate

Purpose:

To evaluate the overall rate of trouble reports as a percentage of the total installed base of the service or element.

Description:

Measures CLEC-specific trouble report rate of occurrences per 100 lines in service. Provided on a CLEC-specific basis, CLEC must have a minimum of 100 lines in service. Measures U S WEST network or system causes, excludes reports due to end user customer or CLEC action, end user or CLEC equipment failures, and/or customer education.

First results for this indicator for designed services (DS0, DS1, DS3, and LIS trunks) will be gathered for the month of April 1999, and will be reported in June 1999.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Exhibit B – PERFORMANCE MEASURES

Core Billing Indicators

Indicator Number: BI-1

Category: Billing

Measure: Mean Time to Provide USW Recorded Usage Records

Purpose:

To evaluate the timeliness with which USW provides recorded usage records to CLECs.

Description:

This measures the timing of USW delivery of billing records to CLECs.

Exclusions:

- None.

Indicator Number: BI-2

Category: Billing

Measure: Mean Time to Deliver Invoices

Purpose:

To evaluate the timeliness with which USW delivers EDI-formatted bills to CLECs.

Description:

This measures the number of days between the bill date and bill delivery. CLEC-specific and USW results available.

Exclusions:

- None.

Core Emergency Services/9-1-1, Directory Assistance & Operator Services Indicators

Indicator Number: ES-1

Category: Emergency Services

Measure: ALI Data Base Updates Completed within 24 hours

Purpose:

To evaluate the degree to which updates for the ALI database are transmitted for update within the prescribed interval (24 hours).

Description:

Measures the percentage of batch updates to the ALI Database accomplished within 24 hours of service order completion.

Exclusions:

- None.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: ES-2

Category: Emergency Service

Measure: 911/E911 ES Trunk Installation Interval

Purpose:

To evaluate the timeliness of installation of emergency services trunks.

Description:

Measures the average time (in business days) between the application date and the completion date for the service ordered. Includes (inward) C, N, R, and T order types. Results for this indicator will be available for reporting by March 1999.

Exclusions:

- D, F, and X orders and orders with customer requested due date intervals.

Indicator Number: DA-1

Category: Directory Assistance

Measure: Speed of Answer – Directory Assistance

Purpose:

To evaluate timeliness of customer access to USW's Directory Assistance operators, focusing on how long it takes for calls to be answered.

Description:

Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Directory Assistance calls. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Indicator Number: DA-2

Category: Directory Assistance

Measure: Calls Answered within Ten Seconds – Directory Assistance

Purpose:

To evaluate timeliness of customer access to USW's Directory Assistance Operators, focusing on the number of calls answered within ten seconds.

Description:

Measures the percent of Directory Assistance calls that are answered within ten seconds of the first ring by the (USW) agent. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: OS-1

Category: Operator Services

Measure: Speed of Answer – Operator Services

Purpose:

To evaluate timeliness of customer access to USW's operators, focusing on how long it takes for calls to be answered.

Description:

Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Operator Assisted calls. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Indicator Number: OS-2

Category: Operator Services

Measure: Calls Answered within ten seconds – Operator Services

Purpose:

To evaluate timeliness of customer access to USW's operators, focusing on the number of calls answered within ten seconds.

Description:

Measures the percent of Operator Assisted calls answered within ten seconds of the first ring by the (USW) agent. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Core Network Interconnection Indicators

Indicator Number: NI-1

Category: Network Interconnection

Measure: Trunk Blocking – Interconnection Trunks

Purpose:

To evaluate factors affecting completion of calls from USW end offices to CLEC end offices, focusing on busy-hour blocking percentages in interconnection final trunks.

Description:

Measures the percentage of trunks blocking in interconnection final trunks, reported by:

NI-1A Interconnection (LIS) trunks to USW tandem offices;

NI-1B Interconnection (LIS) trunks to USW end offices.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: NI-2

Category: Network Interconnection

Measure: Trunk Blocking – Local Interoffice (“Common”) Trunks

Purpose:

To evaluate factors affecting completion of calls from USW end offices to other USW end offices, focusing on busy-hour blocking percentages in local interoffice final trunks.

Description:

Measures the percentage of trunks blocking in local interoffice final trunks, reported by:

NI-2A Trunks connecting USW end offices to USW tandem offices;

NI-2B Trunks connecting USW end offices to other USW end offices.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Core Collocation Indicators

Indicator Number: CP-1

Category: Collocation Provisioning

Measure: Installation Commitments Met

Purpose:

To evaluate the extent to which USW completes collocation arrangements for CLECs as scheduled or promised.

Description:

Measures the percentage of collocation orders for which the committed due date is met.

Effective May 1999 this data will be disaggregated as follows:

- A. Physical Collocation
- B. Virtual Collocation

Exclusions:

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

Indicator Number: CP-2

Category: Collocation Provisioning

Measure: Installation Interval

Purpose:

To evaluate the timeliness of USW's installation of collocation for CLECs, focusing on the average time to install channel terminations to collocation locations.

Exhibit B – PERFORMANCE MEASURES

Description:

Measures the interval between the receipt of a deposit from the CLEC and the completion of the collocation installation in business days. The result is reported in average days.

Effective May 1999 this data will be disaggregated as follows:

- A. Physical Channel Termination
- B. Virtual Channel Termination

Exclusions:

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

DIAGNOSTIC INDICATORS

Diagnostic Pre-order/Order Indicators

Indicator Number: DPO-1

Category: Pre-Order/Order

Measure: Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor

Purpose:

To monitor the extent to which USW's processing of CLEC LSRs is completely electronic, focusing on the degree to which electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping. To make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the percentage of all electronic LSRs that flow to the Service Order Processor (SOP) without rejection or error.

Results will be reported according to:

- A. DPO-1A Orders that flow through without human intervention
- B. DPO-1B Orders that flow through without manual retyping. (Results for DPO-1B will be available for reporting by May 1999 for designed services and by June 1999 for non-designed services.)

Exclusions:

- Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).

Indicator Number: DPO-2

Category: Pre-Order/Order

Measure: LSR Rejection Notice Interval

Purpose:

To monitor the timeliness with which USW notifies CLECs that electronic LSRs have been rejected, to make available diagnostic information to help address potential issues that might be raised by the core pre-order/order performance indicators.

Exhibit B – PERFORMANCE MEASURES

Description:

Measures the interval (in business days) between the receipt of an electronic Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. Standard reasons for rejection include: missing/incomplete information; duplicate LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors. CLEC, USW, and state specific results are available. Included in the interval is time required for efforts by USW to work with the CLEC to avoid the necessity of rejecting the LSR.

Exclusions:

- Non-electronic LSRs.

Indicator Number: DPO-3

Category: Pre-Order/Order

Measure: LSRs Rejected

Purpose:

To monitor the extent to which electronic LSRs are rejected, as a percentage of all electronic LSRs to make available diagnostic information to help address potential issues that might be raised by the diagnostic indicator of LSR rejection notice intervals.

Description:

Measures the percentage of electronic LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. Reasons for rejection include: missing/incomplete information; duplicate ASR/LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors.

Exclusions:

- Non-electronic LSRs.

Indicator Number: DPO-4

Category: Pre-Order/Order

Measure: Firm Order Confirmation (FOC) Interval

Purpose:

To monitor the timeliness with which U S WEST returns FOCs to CLECs, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the average time for USW to provide a Firm Order Confirmation (FOC) in response to a customer LSR received from the CLEC. The interval measured is the period between USW's receipt of the LSR and USW's response with a FOC.

Exclusions:

- None.

Exhibit B – PERFORMANCE MEASURES

Diagnostic Ordering and Provisioning Indicators

Indicator Number: DOP-1

Category: Ordering and Provisioning

Measure: CLEC or CLEC's Customer-caused Installation Misses

Purpose:

To evaluate the extent to which installation misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the percentage of installation commitments missed for CLEC or CLEC's customer's reasons. Orders issued with a due date are included. CLEC, and aggregate CLEC state specific results are available.

Exclusions:

- USW-caused misses (which are reflected in commitments met indicators), orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Indicator Number: DOP-2

Category: Ordering and Provisioning

Measure: Percent Delayed Orders Completed more than 15 days past the commitment date

Purpose:

To evaluate the extent to which delayed order completions exceed a specified interval (15 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

Description:

Measures the percentage of orders for which service is delayed more than fifteen days beyond the original due date for reasons attributed to USW.

Exclusions:

- CLEC or CLEC's Customer-caused delays. Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Indicator Number: DOP-3

Category: Ordering and Provisioning

Measure: Percent Delayed Orders Completed more than 90 days past the commitment date

Purpose:

To evaluate the extent to which delayed order completions exceed a specified interval (90 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

Exhibit B – PERFORMANCE MEASURES

Description:

Measures the percentage of orders for which service is delayed more than ninety days beyond the original due date for reasons attributed to USW.

Exclusions:

- CLEC or CLEC's Customer-caused delays, Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Indicator Number: DOP-4

Category: Ordering and Provisioning

Measure: CLEC or CLEC's Customer-caused Coordinated Cutover Misses.

Purpose:

To evaluate the extent to which coordinated cutover misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the percentage of installation commitments missed for CLEC or CLEC's customer's reasons. Orders issued with a due date are included. CLEC, and aggregate CLEC state specific results are available.

Exclusions:

- Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Diagnostic Maintenance and Repair Indicator

Indicator Number: DMR-1

Category: Maintenance and Repair

Measure: CLEC or CLEC's Customer-caused Trouble Reports

Purpose:

To evaluate the extent to which trouble reports were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.

Description:

Measures the percentage of all trouble reports that occur due to CLEC or CLEC end user customer action. CLEC, USW, and state specific results are available.

Exclusions:

- Third party reports and reports assigned to outside causes (i.e.: non-USW pole damage).

Exhibit B – PERFORMANCE MEASURES

Diagnostic Collocation Provisioning Indicators

Indicator Number: DCP-1

Category: Collocation Provisioning

Measure: CLEC or CLEC's Customer-caused Collocation Misses

Purpose:

To evaluate the extent to which collocation installation due date misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core collocation provisioning performance indicators.

Description:

Measures the percentage of CLEC-caused installation commitment misses. Includes orders issued with a due date. CLEC, USW, and state specific results are available.

Results are provided as follows:

- A. DCP-1A Physical Collocation
- B. DCP1-B Virtual Collocation

Exclusions:

- Orders issued pending: Right of Way; facilities; or customer deposit.

Indicator Number: DCP-2

Category: Collocation Provisioning

Measure: Average Collocation Feasibility Study Interval

Purpose:

To evaluate the timeliness of the USW sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:

Measures average interval to respond to Central Office collocation studies for feasibility of installation. CLEC, US WEST, and state specific results available.

Results are provided as follows:

- A. DCP-2A Physical Collocation
- B. DCP-2B Virtual Collocation

Exclusions:

- Studies delayed for customer reasons are excluded.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: DCP-3

Category: Collocation Provisioning

Measure: Collocation Feasibility Study Commitments Met

Purpose:

To evaluate the degree to which USW met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:

Measures the percentage of Central Office collocation studies for feasibility of installation that are completed within the allotted time frame for such studies. CLEC, US WEST, and state specific results available.

Results are provided as follows:

- A. DCP-3A Physical Collocation
- B. DCP-3B Virtual Collocation

Exclusions:

- Studies delayed for customer reasons are counted as met for company reasons.

Indicator Number: DCP-4

Category: Collocation Provisioning

Measure: Average Collocation Quote Interval

Purpose:

To evaluate the timeliness of the USW sub-process function of providing a collocation quote commitment to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:

Measures the average interval to respond to Central Office collocation studies with quote commitments.

Results are provided as follows:

- A. DCP-4A Physical Collocation
- B. DCP-4B Virtual Collocation

Exclusions:

- Quotes delayed for customer reasons are excluded.

Exhibit B – PERFORMANCE MEASURES

Diagnostic Network Interconnection Indicators

Indicator Number: DNI-1

Category: Network Interconnection

Measure: Provisioning Interval – USW Interoffice Trunks

Purpose:

To monitor installation intervals of USW local interoffice trunks, to make available comparative diagnostic information for use in conjunction with core network interconnection performance indicators.

Description:

Measures the interval between the completion of a USW internal provisioning request for trunk augmentation/installation and completion of the installation. The result is reported as an average based on the number of days required to complete the request for service.

Note: By July 1999, results for this indicator will be first reported.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Indicator Number: DNI-2

Category: Network Interconnection

Measure: Local Interconnection Final Trunk Group Utilization

Purpose:

To monitor utilization levels on interconnection final trunks, to make available diagnostic information for use in conjunction with core network interconnection performance indicators.

Description:

Measures the interconnection trunks in use as a percentage of total interconnection trunks installed.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Exhibit B – PERFORMANCE MEASURES

Standard Service Groupings

Resale

- Residence POTS
- Business POTS
- Centrex
- ISDN
- Digital Switched Service (DSS)
- Direct Inward Dialing (DID)
- PBX Trunks
- DS0
- DS1
- DS3

Interconnection and Other Services

- Local Interconnection Trunks (LIS Trunks)
- Number Portability

Unbundled Network Elements

- Unbundled Loop:
- Analog (2-wire)
- Digital-capable (2-wire, 4-wire and other)
- Unbundled Dedicated Interoffice Transport (UDIT)
- Unbundled Switch

Types of Orders

- C = Change in existing service or billing number.
D = Total disconnect of service.
F = From the outward service associated with a transfer (To or "T") of service from one address to another.
N = New connection for service.
R = Record order; record change only. (For Resale services, service migrations without changes for non- designed services are record orders.)
T = To or transfer of service from one address to another.
X = USW initiated internal work order

Exhibit C – MEDIA FOR BILLING OUTPUTS AND REPORTS

Media Type Outputs/Report. The following table is a list of Media Types that are available to receive billing outputs and reports. Additional information about technical requirements to support this media can be provided by the account manager. See Section 12 of this SGAT.

Report Name	Source	Transmission method/Media Type
CRIS Summary Bill	CRIS Billing	<p>Western Region:</p> <ul style="list-style-type: none"> • Paper • EDI via NDM (direct or dial up) • EDI via Value Added Network (VAN) • Tape <p>Central Region:</p> <ul style="list-style-type: none"> • Paper • EDI via NDM (direct or dial up) • EDI via Value Added Network (VAN) <p>Eastern Region:</p> <ul style="list-style-type: none"> • Paper • EDI via NDM (direct or dial up) • EDI via Value Added Network (VAN)
IABS Summary Bill	IABS	<ul style="list-style-type: none"> • Paper
IABS Sub Account Bill Detail	IABS	<ul style="list-style-type: none"> • Paper detail • Abbreviated Paper Bill • Bellcore's Billing Output Specifications (BOS) format on mag tape • BOS format NDM • BOS format on diskette
Loss Report	Service Order Extract	<ul style="list-style-type: none"> • CONNECT: Direct (NDM) • FTP • Paper • Electronic Fax
Completion Report	Service Order Extract	<ul style="list-style-type: none"> • CONNECT: Direct (NDM) • FTP • Paper • Electronic Fax